



**MICHIGAN WEB ACCOUNT MANAGER**  
**UNEMPLOYMENT INSURANCE**

*Employer*  
**Toolkit**

*Account Navigation*



# Michigan Web Account Manager

## MiWAM Employer Toolkit

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## Frequently Asked Questions (FAQ's)

### **What is the difference between an “employer representative” and an “added use?”**

An Added User is generally someone inside your company or business such as an employee who has been granted access to submit, view or change information regarding your MiWAM account on your behalf.

An Employer Representative is a third party provider, such as an accountant who is not an employee of your company. The Employer Representative requires a Power of Attorney to act on your behalf and will require them to add you as a client through their MiWAM account.

### **My former employee has left the business and is also the Master on my MiWAM account. How can I update the Master login on the account?**

When an employee/individual who is the Master on the employer's account has left the employer's business, the owner, CEO, CFO, manager, or etc. would need to contact MiWAM Support by email.

[miwamsupprt@michigan.gov](mailto:miwamsupprt@michigan.gov)

The request to change the Master should be on company letterhead. The request should explain what happened to the Master and who should now be the Master owner on the MiWAM account for the business. The individual requesting the Master access must be an employee of the company and his or her title at the company. The request letter should be signed by the owner of the company, if possible, or by someone such as a CEO, CFO, manager, etc. The request must include the employer's UI account number and FEIN.

### **What is an inactive employer?**

An inactive employer's business is discontinued, has no employees and/or have no wages.

### **I am an inactive employer who owes a delinquency. Can I sign-up for MiWAM?**

Even if an employer has an inactive business, but still has a delinquency, the employer can sign-up for a MiWAM account and make payments on his/her balance owed to UI.

## Frequently Asked Questions (FAQ's)

### **What is a resumed employer?**

A reinstated or resumed employer is one that has been inactive for less than 12 or more consecutive quarters.

Also, if an employer resumes his business and has not been inactive for over 3 years. An employer who is inactive for more than 3 years is system terminated and cannot sign up in MiWAM without a new Federal Identification Number (FEIN).



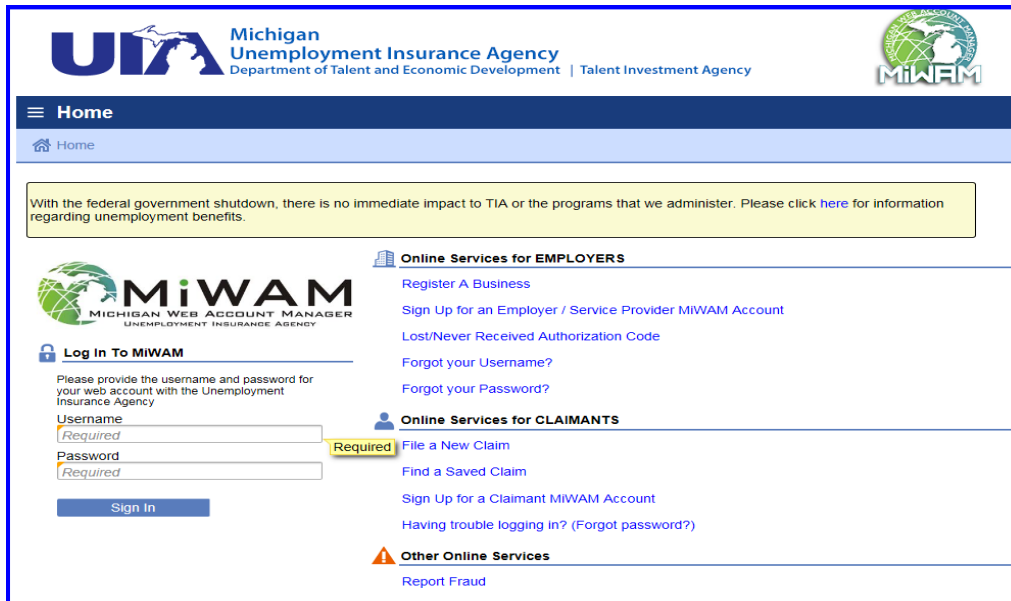
If an employer has questions about  
MiWAM or needs help with the system,  
they can call:  
MiWAM Support at 313-456-2188  
Or  
Office of Employer Ombudsman (OEO)  
1-855-484-2636 or  
313-456-2300.

# Navigating



## MiWAM Home Page

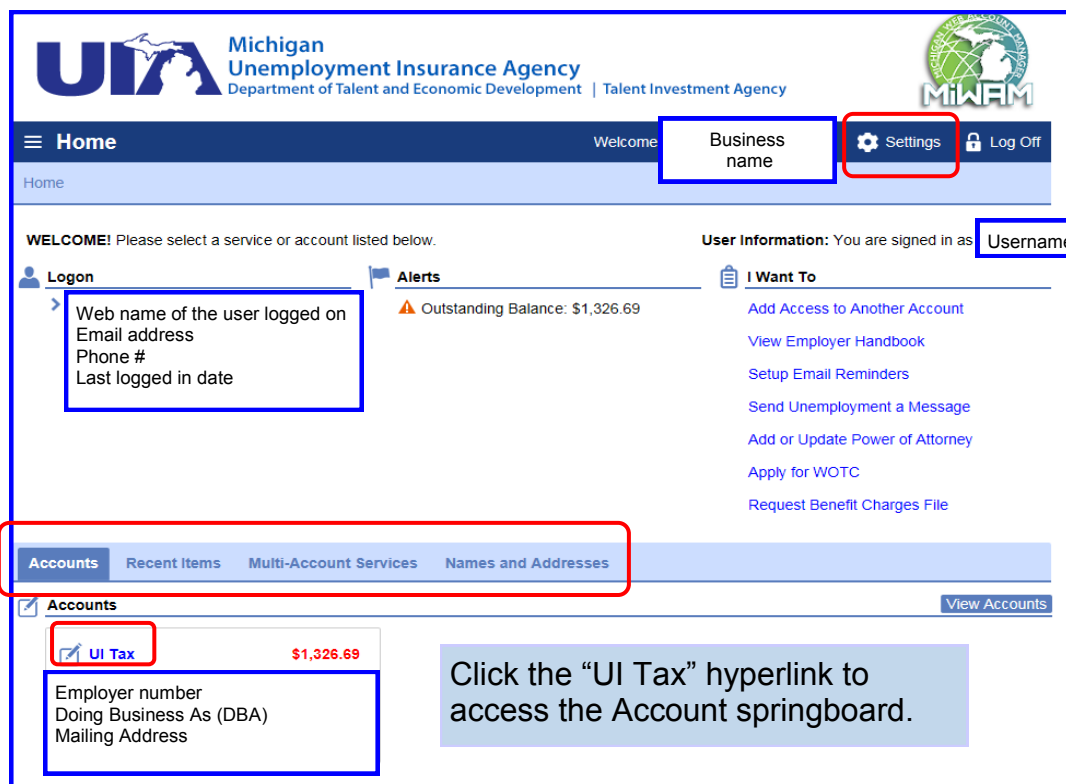
There have been several modifications to what is now viewed in MiWAM. The screen below is the new modified MiWAM Home Page.



The screenshot shows the MiWAM Home Page. At the top, there is a header with the UIA logo, the text "Michigan Unemployment Insurance Agency", and "Department of Talent and Economic Development | Talent Investment Agency". A navigation bar includes a "Home" link. Below this, a yellow banner contains a message about the federal government shutdown. The main content area is divided into two columns. The left column features the MiWAM logo and a "Log In To MiWAM" section with fields for "Username" and "Password", both marked as "Required", and a "Sign In" button. The right column lists "Online Services for EMPLOYERS" (Register A Business, Sign Up for an Employer / Service Provider MiWAM Account, Lost/Never Received Authorization Code, Forgot your Username?, Forgot your Password?) and "Online Services for CLAIMANTS" (File a New Claim, Find a Saved Claim, Sign Up for a Claimant MiWAM Account, Having trouble logging in? (Forgot password?)). At the bottom right, there is a section for "Other Online Services" with a "Report Fraud" link.

## Customer Springboard

All business entity information is stored on this springboard.



The screenshot shows the Customer Springboard interface. At the top, there is a header with the UIA logo, the text "Michigan Unemployment Insurance Agency", and "Department of Talent and Economic Development | Talent Investment Agency". A navigation bar includes a "Home" link, a "Welcome" message, a "Business name" field, a "Settings" link (highlighted with a red box), and a "Log Off" link. Below this, a "WELCOME!" message prompts the user to select a service or account. The main content area is divided into three columns. The left column contains a "Ligon" section with a list of user information (Web name, Email address, Phone #, Last logged in date) and a "Recent Items" section. The middle column contains an "Alerts" section with a warning about an "Outstanding Balance: \$1,326.69". The right column contains an "I Want To" section with links for "Add Access to Another Account", "View Employer Handbook", "Setup Email Reminders", "Send Unemployment a Message", "Add or Update Power of Attorney", "Apply for WOTC", and "Request Benefit Charges File". Below these columns, there is a "Accounts" section with a "View Accounts" link. The "Accounts" section lists "UI Tax" with a balance of "\$1,326.69" and a "Click the 'UI Tax' hyperlink to access the Account springboard." instruction. The "Accounts" section also includes fields for "Employer number", "Doing Business As (DBA)", and "Mailing Address".

The activities waiting to be processed, all letters, and notices (unread, inbox and outbox) are viewed under the Recent Items tab. You may search activities and change the date to view activities.

However, the Settings link only shows more recent transactions. The dates can't be modified to see more or less transactions.

## Account Springboard

The user can view the quarters, except the name of the tab is now called Periods.

The screenshot displays the Michigan Unemployment Insurance Agency (UIA) Account Springboard. The header includes the UIA logo, the agency name, and the Department of Talent and Economic Development. The user is logged in as 'Business name' with a 'username'.

The main content area is divided into three sections:

- Account:** A list of account details including Business name, Federal ID Number, UI Tax, Doing Business As (DBA), and Employer number.
- Account Alerts:** A section showing an 'Outstanding Balance: \$1,326.69' with a warning icon.
- I Want To:** A list of actions the user can take, including 'Send Unemployment a Message', 'View My Accounts', 'Make a payment', 'Manage Reports and Payments', 'Set Mail Preference', 'Register Location Account', 'Use Voluntary Payment Worksheet', 'Payment Voucher', and 'Register for Work-Share'.

At the bottom, there is a tabbed interface with four tabs: 'Periods', 'Recent Items', 'Account Services', and 'Names and Addresses'. The 'Periods' tab is selected and highlighted with a red box. Below the tabs, a table displays the 'Periods' data:

Period	Amount	Status	Action
31-Dec-2017	\$170.98	Ontime-Processed	<a href="#">Make Payment</a>
30-Sep-2017	\$1,048.38	Late-Processed	<a href="#">Make Payment</a>
30-Jun-2017	\$107.33	Late-Processed	<a href="#">Make Payment</a>



## Information for Data Entering

Field colors are used to represent important information regarding what you can or cannot enter into a data field.

**White (Default)** - This field is in an inquiry or view-only mode that will not accept data entry.

**Red (Error)** - This field is in error and has failed validation. Hovering over the fields in error with the mouse will display what is incorrect. You cannot save a record in error unless you see a *Save w/Err* action button.

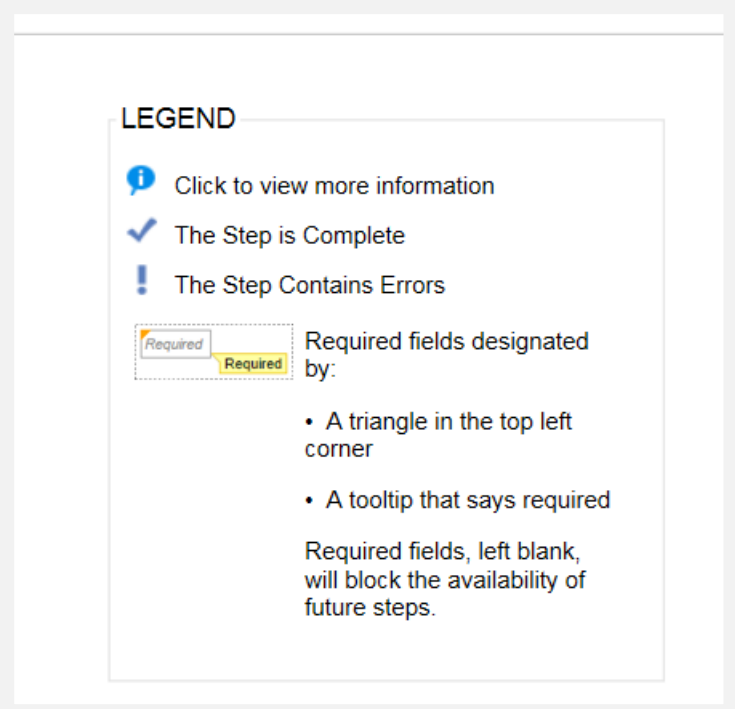
**Yellow (Required)** - This field is mandatory. You must enter a value in this field before the information can be saved or proceed to the next screen. If yellow fields are not completed, MiWAM will not save the record.

**Green (User Enabled)** - This field is optional. The information is not required but keep in mind that it is often beneficial to complete as much information as possible.




## Legend


The legend provides symbols to assist you when data entering information in MiWAM.

Required fields must be completed first before other steps are performed.



**LEGEND**

-  Click to view more information
-  The Step is Complete
-  The Step Contains Errors

 Required fields designated by:

- A triangle in the top left corner
- A tooltip that says required

Required fields, left blank, will block the availability of future steps.

# Login Account Information in



## How does the employer get to the MIWAM Log on screen?

Access the UIA's Public website [www.michigan.gov/uia/](http://www.michigan.gov/uia/).

The screenshot shows the Michigan Unemployment Insurance Agency (UIA) website. The header includes navigation links: UIA Home, TIA Home, TED Home, Contact UIA, FAQ, Online Services, and a Michigan state icon with 'MI.gov'. The UIA logo is on the left, and a search bar is on the right. A left sidebar lists various services: Workers, Employers, Advocacy, Forms, Informational Videos, Publications, UIA Press Releases, Report Fraud, and Filing for Unemployment Benefits. The main content area features a paragraph about the program and a large graphic with two numbered steps. Step 1 points to a 'LOG IN TO MIWAM' button with a Michigan map icon. Step 2 points to a link titled 'Michigan Web Account Manager for Claimants and Employers'. To the right, a 'UIA Quick Links' section lists various resources like B2G Glossary, Employer Filed Claims Benefits, and more.

Workers

Employers

Advocacy

Forms

Informational Videos

Publications

UIA Press Releases

Report Fraud

Filing for Unemployment Benefits

The Michigan Talent Investment Agency operates the unemployment insurance program. This program provides temporary income for workers who are unemployed through no fault of their own. The program is funded through unemployment taxes paid by employers.

**1**

**2**

**LOG IN TO MIWAM**

**Michigan Web Account Manager for Claimants and Employers**

Michigan Web Account Manager (MiWAM) is the Unemployment Insurance Agency's (UIA) system for managing your unemployment account electronically.

MIWAM has been updated to serve you better! You will notice a new look to some pages and some added functions.

Look for more details in the updated MiWAM Toolkits coming soon.

MiWAM Toolkit for Claimants

MiWAM Toolkit for Employers

**UIA Quick Links**

- B2G Glossary
- Employer Filed Claims Benefits
- Look for a Job
- Overpayments FAQ
- Subscribe to the Michigan Employer Advisor Newsletter
- UIA Web Site and Forms Accessibility
- Who is MARVIN?
- Work Opportunity Tax Credit Program
- Problem Resolution Offices
- MCAC Unemployment Appeal Form
- Employer eRegistration
- A Handbook for Unemployed Workers

Click the:

1. MiWAM logo or
2. Michigan Web Account Manager for Claimants and Employers link.

## What employer services can the employer/service provider access from the home page?

**Michigan Unemployment Insurance Agency**  
Department of Talent and Economic Development | Talent Investment Agency

**Home**

**SYSTEM OUTAGE**

**System Maintenance**

Thank you for visiting MiWAM.

We want to make you aware that Friday, 12/15/2017 at 06:00 PM EST, there will be scheduled downtime for MiWAM, lasting until 01:00 AM EST on 12/18/2017. We will be using this time to maintain our services and enhance our overall service delivery.

To ensure a smooth transition, we are performing this maintenance during the weekend. During this maintenance window, MiWAM and e-Registration will be inaccessible. All MiWAM services will resume immediately after the maintenance window.

**Online Services for EMPLOYERS**

- [Register A Business](#)
- [Sign Up for an Employer / Service Provider MiWAM Account](#)
- [Lost/Never Received Authorization Code](#)
- [Forgot your Username?](#)
- [Forgot your Password?](#)

**Online Services for CLAIMANTS**

- [File a New Claim](#)
- [Find a Saved Claim](#)
- [Sign Up for a Claimant MiWAM Account](#)
- [Having trouble logging in? \(Forgot password?\)](#)

**Other Online Services**

- [Report Fraud](#)

**Log In To MiWAM**

Please provide the username and password for your web account with the Unemployment Insurance Agency

**Username**

**Password**

**Sign In**

From MiWAM home page, the employer can access the following **Online Services**:



**Register A Business** - This link allows an employer to register a new business or report a business transfer.



**Sign Up for an Employer/Service Provider MiWAM Account**- This link allows the Employer, Employer Representative or an Employee to add user access to an employer's account.



**Lost/Never Received Authorization Code** - This link allows the employer to request a new authorization letter, if the employer loses the authorization code or does not receive it in 10 days, after signing up for MiWAM.



**Forgot your Password?** This link allows the employer to reset his/her password.



**Forgot your Username?** - This link allows the employer to retrieve his/her username.

## How do I Sign up for a MiWAM Account?

If you do not have a MiWAM account, click the “Sign Up for an Employer/Service Provider MiWAM Account” hyperlink. Follow the steps on the next several pages.

The screenshot displays the Michigan Unemployment Insurance Agency (UIA) website. At the top, the UIA logo and name are visible, along with the Department of Talent and Economic Development and Talent Investment Agency. A navigation bar includes a 'Home' link. A yellow banner indicates a 'SYSTEM OUTAGE' for 'System Maintenance', stating that services will be inaccessible during the weekend. Below this, the 'MiWAM' (Michigan Web Account Manager) logo is shown. The 'Log In To MiWAM' section is highlighted with a red box, featuring fields for 'Username' and 'Password', both marked as 'Required', and a 'Sign In' button. To the right, under 'Online Services for EMPLOYERS', the link 'Sign Up for an Employer / Service Provider MiWAM Account' is highlighted with a red box. Other links include 'Register A Business', 'Lost/Never Received Authorization Code', 'Forgot your Username?', and 'Forgot your Password?'. Below this, 'Online Services for CLAIMANTS' includes links for 'File a New Claim', 'Find a Saved Claim', 'Sign Up for a Claimant MiWAM Account', and 'Having trouble logging in? (Forgot password?)'. At the bottom, 'Other Online Services' includes a link for 'Report Fraud'.

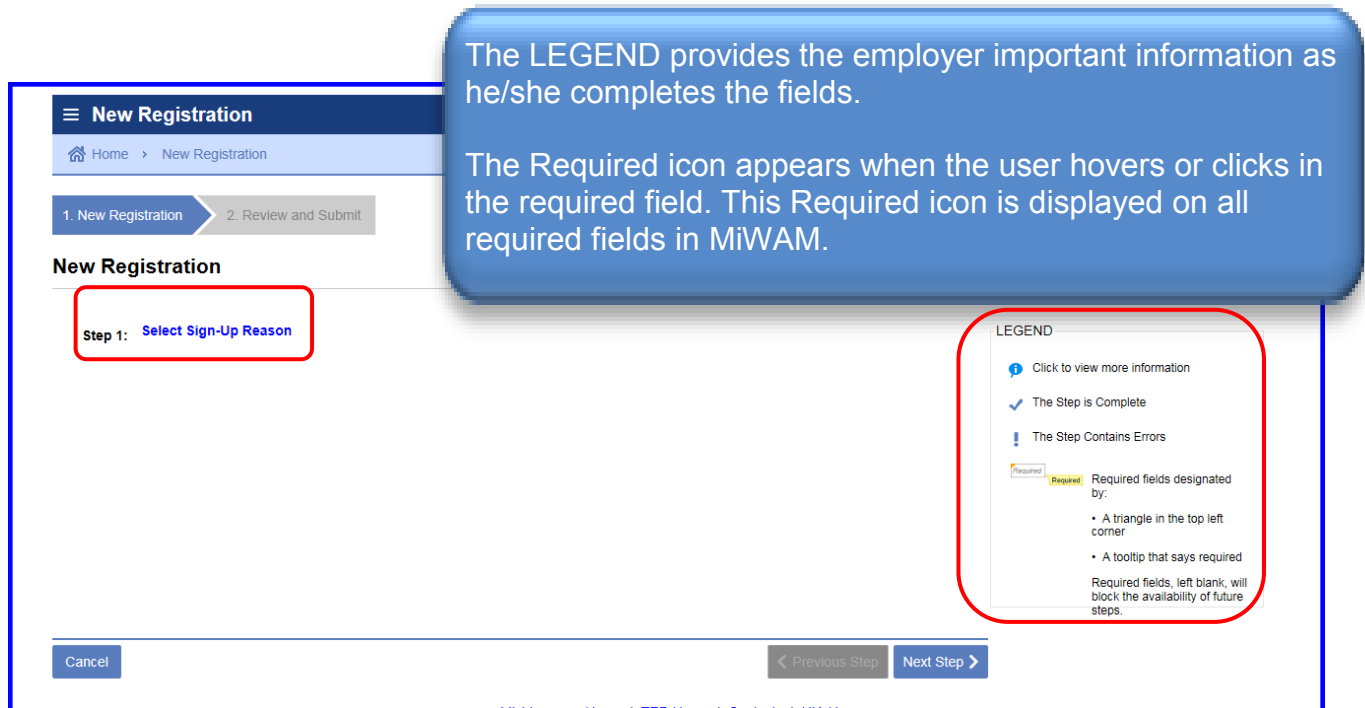
If you already have a MiWAM account, enter your username and password into the Log In to MiWAM section. Click the Sign In button.

## How do I Sign up for a MiWAM Account? (cont.)

The New Registration window appears after clicking the “Sign Up for an Employer/Service Provider MiWAM Account” hyperlink.

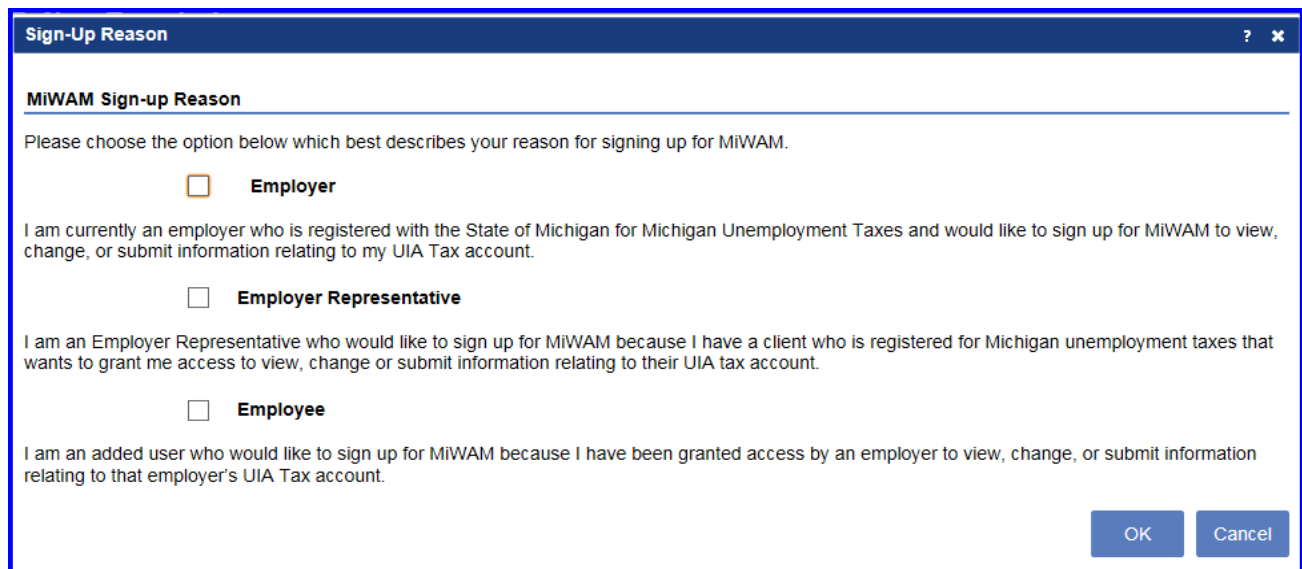
1

Click the “Select Sign-Up Reason” hyperlink.



The screenshot shows the 'New Registration' window. The title bar says 'New Registration'. Below it is a breadcrumb trail: 'Home > New Registration'. There are two steps: '1. New Registration' (active) and '2. Review and Submit'. Under 'New Registration', there is a link 'Step 1: Select Sign-Up Reason' highlighted with a red box. A blue callout box on the right contains the following text: 'The LEGEND provides the employer important information as he/she completes the fields.' and 'The Required icon appears when the user hovers or clicks in the required field. This Required icon is displayed on all required fields in MiWAM.' Below this callout is a legend box with the title 'LEGEND'. It contains three items: 'Click to view more information' (with an information icon), 'The Step is Complete' (with a checkmark icon), and 'The Step Contains Errors' (with an exclamation mark icon). Below these is a section for 'Required' fields, showing a yellow 'Required' label and a triangle icon. It lists: 'Required fields designated by:' followed by two bullet points: '• A triangle in the top left corner' and '• A tooltip that says required'. It also states: 'Required fields, left blank, will block the availability of future steps.' At the bottom of the window are buttons for 'Cancel', '< Previous Step', and 'Next Step >'.

The MiWAM Sign-up Reason window appears below.



The screenshot shows the 'Sign-Up Reason' window. The title bar says 'Sign-Up Reason'. Below it is the section 'MiWAM Sign-up Reason'. The text says: 'Please choose the option below which best describes your reason for signing up for MiWAM.' There are three options, each with a checkbox: 'Employer', 'Employer Representative', and 'Employee'. Each option has a description: 'I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.' for Employer; 'I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.' for Employer Representative; and 'I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.' for Employee. At the bottom right are buttons for 'OK' and 'Cancel'.

## How do I Sign up for a MiWAM Account? (cont.)

On the 'Sign-Up Reason' window the user has three options to choose from:

- Employer
- [Employer Representative](#)
- [Employee](#)

Select the option that best describes your reason for signing up for MiWAM.



### Employer

If you select the Employer option, you must have a UIA Employer Account Number (EAN).

When the employer chooses the Employer option a question appears, which states “Are you a service provider for various employers in the State of Michigan?” This question requires an answer. If you are not a Service Provider for other employers, select “No” to the service provider question.

**Sign-Up Reason**

**MiWAM Sign-up Reason**

Please choose the option below which best describes your reason for signing up for MiWAM.

☒ **Employer**

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

Are you a service provider for various employers in the State of Michigan? ☐ Yes ☒ No

Please enter your UIA account information.

UIA Account #:  Zip Code:  FEIN:

*Required* *Required*

☐ **Employer Representative**

*Required*  
Format: 9999999 999

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

☐ **Employee**

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK Cancel

## How do I Sign up for a MiWAM Account? (cont.)



### Employer (cont.)

If you are an employer as well as service provider, please select “Yes” for the question, “Are you a service provider for various employers in the State of Michigan?” When this option is selected, enter your UIA Account Number (EAN), physical zip code, and the Federal Employer Identification Number (FEIN). Click “OK.”

Sign-Up Reason

MiWAM Sign-up Reason

Please choose the option below which best describes your reason for signing up for MiWAM.

☒ **Employer**

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

Are you a service provider for various employers in the State of Michigan?

☒ Yes ☐ No

Please enter your UIA account information.

UIA Account #:

Zip Code:

FEIN:

Required

Required

Required

Format: 9999999 999

☐ **Employer Representative**

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

☐ **Employee**

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK

Cancel



## How do I Sign up for a MiWAM Account? (cont.)



### Employer (cont.)

If the employer enters the incorrect

- Employer number
- Zip Code or
- FEIN

the following message will appear.

## How do I Sign up for a MiWAM Account?

### Employer Representative

If you are an “Employer Representative,” select the “Select Sign-Up Reason” hyperlink of an “Employer Representative.”

**Sign-Up Reason**

**MiWAM Sign-up Reason**

Please choose the option below which best describes your reason for signing up for MiWAM.

☐ **Employer**

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

☒ **Employer Representative**

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

Are you an employer who is currently registered for Michigan Unemployment Taxes? ☒ Yes ☐ No

☐ **Employee**

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK Cancel

If you are registered for Michigan unemployment taxes, enter your

- UIA Account Number (EAN)
- Zip Code
- Federal Employer Identification Number (FEIN)

under which you conduct business.

**Sign-Up Reason**

**MiWAM Sign-up Reason**

Please choose the option below which best describes your reason for signing up for MiWAM.

☐ **Employer**

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

☒ **Employer Representative**

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

Are you an employer who is currently registered for Michigan Unemployment Taxes? ☒ Yes ☐ No

Please enter your UIA account information.

UIA Account #:  ZIP Code:  FEIN:

☐ **Employee**

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK Cancel

## How do I Sign up for a MiWAM Account? (cont.)

### Employer Representative (cont.)

If you are not an employer registered for unemployment taxes in Michigan, you may use your Federal Employer Identification Number (FEIN) to create an account. Enter the UIA employer account of one of your clients and the zip code associated with the physical address of that client. The FEIN entered is the one you conduct business under. Click "OK."

Sign-Up Reason

MiWAM Sign-up Reason

Please choose the option below which best describes your reason for signing up for MiWAM.

☐ Employer

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

☒ Employer Representative

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

Are you an employer who is currently registered for Michigan Unemployment Taxes?

☐ Yes☒ No

Are you required to have a FEIN to conduct business?

☒ Yes☐ No

Please enter a client's UIA account information and your FEIN.

Client UIA Account #:

Required

Client ZIP Code:

Required

FEIN:

Required

☐ Employee

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK

Cancel

## How do I Sign up for a MiWAM Account?

### Employer Representative (cont.)

If you are not an employer registered for unemployment taxes in Michigan and do not conduct business under a Federal Employer Identification Number (FEIN), you may use your Social Security Number (SSN) to create an account.

Enter the UIA employer account number of one of your clients and the zip code associated with the physical address of that client. Enter your SSN and click OK.

Sign-Up Reason

MiWAM Sign-up Reason

Please choose the option below which best describes your reason for signing up for MiWAM.

☐

Employer

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

☒

Employer Representative

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

Are you an employer who is currently registered for Michigan Unemployment Taxes?

☐ Yes☒ No

Are you required to have a FEIN to conduct business?

☐ Yes☒ No

Please enter a client's UIA account information and your Social Security Number (SSN).

Client UIA Account #:

Required

Client ZIP Code:

Required

SSN:

Required

☐

Employee

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

OK

Cancel

[Return](#) to Table of Contents

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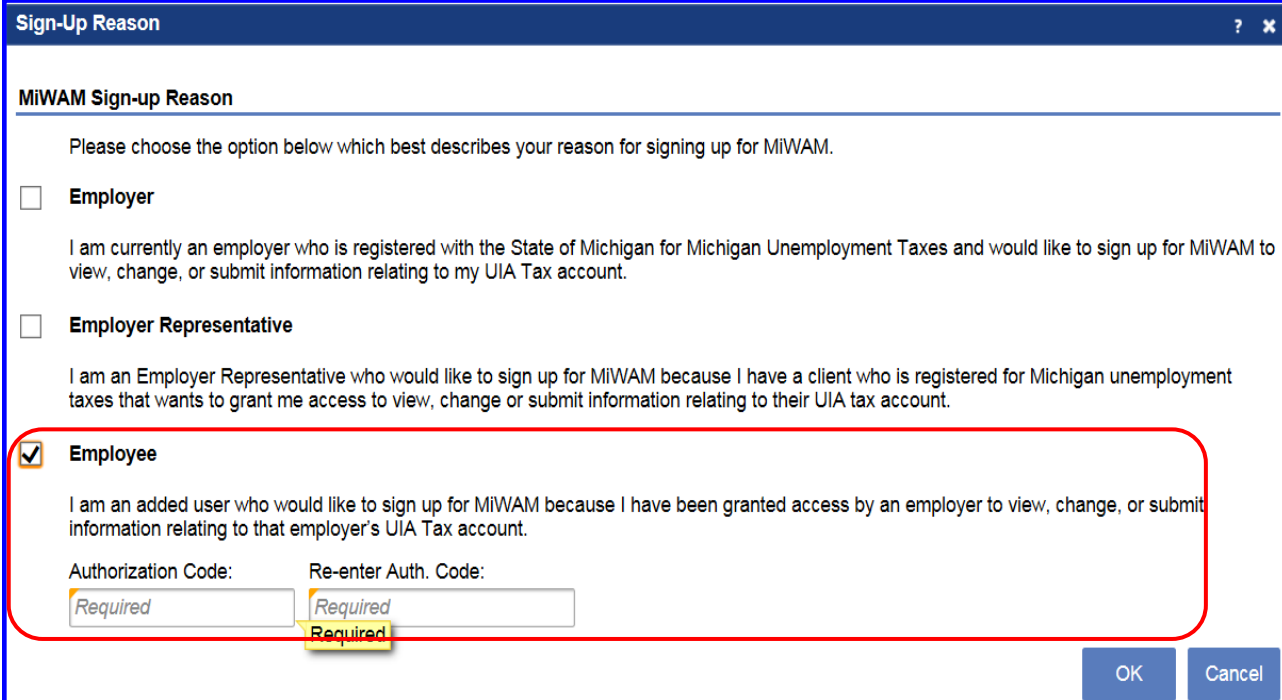
Revised: March 6, 2018

## How do I Sign up for a MiWAM Account?

### Employee

You might need additional access to your MiWAM account with limited access. If this is the reason, the employer may add an employee to his/her MiWAM account. The authorization code would be found on Form UIA 1023, *Authorization Code* which is sent to whoever created the access.

The employee will enter the Authorization Code in the two boxes below. Click OK.



**Sign-Up Reason** ? x

**MiWAM Sign-up Reason**

Please choose the option below which best describes your reason for signing up for MiWAM.

☐ **Employer**

I am currently an employer who is registered with the State of Michigan for Michigan Unemployment Taxes and would like to sign up for MiWAM to view, change, or submit information relating to my UIA Tax account.

☐ **Employer Representative**

I am an Employer Representative who would like to sign up for MiWAM because I have a client who is registered for Michigan unemployment taxes that wants to grant me access to view, change or submit information relating to their UIA tax account.

☒ **Employee**

I am an added user who would like to sign up for MiWAM because I have been granted access by an employer to view, change, or submit information relating to that employer's UIA Tax account.

Authorization Code:  Re-enter Auth. Code:

Required Required

OK Cancel

## How do I Sign up for a MiWAM Account? (cont.)

1 After clicking the OK button from the previous page, Step 1 appears with a blue “✓” checkmark. This indicates the step was completed without any errors. If a step contains an error is indicated by a blue “!” exclamation mark that the step is not completed.

The employer’s business name appears under the “Select Sign-Up Reason” hyperlink.

The screenshot shows the 'New Registration' page. At the top, there's a blue header with a menu icon and the text 'New Registration'. Below this is a breadcrumb trail: 'Home > New Registration'. A progress bar shows '1. New Registration' as the active step and '2. Review and Submit' as the next step. The main heading is 'New Registration'. Below this, 'Step 1: Select Sign-Up Reason' is marked with a blue checkmark and a blue box. Under it, 'Employer:' is followed by a blurred business name. 'Step 2: User Information' is highlighted with a red box. To the right, a 'LEGEND' box explains the icons: a blue 'i' for 'Click to view more information', a blue checkmark for 'The Step is Complete', and a blue exclamation mark for 'The Step Contains Errors'. At the bottom of the legend, a yellow box with the word 'Required' is shown next to the text 'Required fields designated'.

2 Next, the employer clicks the “User Information” hyperlink. The User Information window appears as shown below.

The screenshot shows the 'User Information' window. The title bar says 'User Information' and has a close button. The main heading is 'Enter User Information'. Below this is a list of fields, each with a 'Required' label in a yellow box: 'First Name:', 'Last Name:', 'E-mail Address:', 'Phone:', 'User Name:', 'Password:', 'Confirm Password:', 'Secret Question:', 'Secret Answer:', and 'Confirm Secret Answer:'. To the right of the fields is a red-bordered box titled 'Username/Password Rules' containing a list of rules: 'Username must be between 7 and 30 characters long', 'Previous passwords cannot be reused', 'Password must be between 8 and 15 characters long', 'Password cannot begin with an exclamation point (!) or a question mark (?)', 'Password must not contain spaces', 'Password must contain both letters and numbers', and 'Passwords are case sensitive'. At the bottom right are 'OK' and 'Cancel' buttons.

The user enters their first name, last name, email address, phone, username and password, confirm password, select secret question, enter secret answer, and confirm the secret answer. Click OK.

## How do I Sign up for a MiWAM Account? (cont.)

Employer (cont.)

The screenshot shows the 'New Registration' page. At the top, there is a dark blue header with a hamburger menu icon and the text 'New Registration'. Below this is a light blue breadcrumb trail: 'Home > New Registration'. A progress bar shows '1. New Registration' as the active step and '2. Review and Submit' as the next step. The main heading is 'New Registration'. Below this, there are two steps listed with blue checkmarks: 'Step 1: Select Sign-Up Reason' and 'Step 2: User Information'. Under Step 1, there is a label 'Employer:' followed by a blurred text field. Under Step 2, there is a label 'Username:' followed by a blurred text field. To the right of the steps is a 'LEGEND' box with three items: a blue circle with an 'i' for 'Click to view more information', a blue checkmark for 'The Step is Complete', and a blue exclamation mark for 'The Step Contains Errors'.

Step 2 now appears with the blue checkmark and the employer's username.

3 Click the Security Agreement hyperlink.

This screenshot shows the 'New Registration' page with Step 3, 'Security Agreement', highlighted with a red rectangle. The layout is similar to the previous screenshot, but now Step 3 is listed below Step 2. The 'LEGEND' box on the right has been expanded to include a section for 'Required fields designated by:'. This section lists two criteria: 'A triangle in the top left corner' and 'A tooltip that says required'. It also states: 'Required fields, left blank, will block the availability of future steps.' At the bottom of the page, there are three buttons: 'Cancel', '< Previous Step', and 'Next Step >'.

## How do I Sign up for a MiWAM Account? (cont.)

The Security Agreement window appears. Please review the security agreement and if you accept the conditions and wish to establish a MiWAM account.

- 3 The user **must** select “Yes” to agree with the Acceptable Use Policy Agreement. Click Ok.

**Security Agreement**

**Security Agreement**

**Your Responsibilities**

All users and their representatives must agree to follow the established criteria for use of any application within the MiWAM web account. Violation of these policies will result in the loss of access privileges.

**ALL USERS-**

- The Account Owner is the individual who creates the MiWAM web account.
- All information provided during the creation of the MiWAM web account must be complete and accurate. If an account is set up based on erroneous and misleading information, the account privileges will be revoked and no future account will be created.
- The Account Owner assumes all responsibility for use of the Agency's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they are intended.
- Any use which interferes with the Agency's ability to provide service is prohibited.
- Should the account be used as a part of network attack, the Agency reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- The Agency may terminate service to the subscriber at any time, without notice, for violation of this agreement.

**FOR EMPLOYERS-**

- The Account Owner assumes all responsibility for the use of the Agency's services by their authorized account users.
- The Account Owner will manage the account users' use of the MiWAM web account and ensure the users understand and comply with the rules and policies.
- All information provided to Add a User to a MiWAM web account must be complete and accurate. If a user is added based on erroneous and misleading information, the account privileges will be revoked and no further account will be created.
- If an individual adds a user to a MiWAM web account, that individual using the system must have their own username/password. Sharing of username/password is grounds for revoking account privileges.
- If an individual Adds a User to a MiWAM web account, that individual is responsible for maintaining that person's account. If the added user leaves employment, the account must be inactivated immediately. If the added user misuses the account, the account must be inactivated.

By choosing the yes option, you agree with the terms of this policy. Continued use of a MiWAM web account indicates ongoing acceptance of the terms of this policy by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Acceptable Use Policy Agreement, stated above?

Required

OK Cancel

No

You must choose 'Yes' to continue

OK Cancel



## How do I Sign up for a MiWAM Account? (cont.)

If any of the three steps have a blue exclamation mark, it indicates that there is an error on the step that must be corrected. Open the step up by clicking on the hyperlink name for the step. Resolve the error and save your changes on that step.

Once all three steps have blue check marks located to the left of each step, you are ready to establish your MiWAM account.

**New Registration**

Home > New Registration

1. New Registration 2. Review and Submit

**New Registration**

✓ Step 1: [Select Sign-Up Reason](#)  
Employer: [Redacted]

✓ Step 2: [User Information](#)  
Username: [Redacted]

✓ Step 3: [Security Agreement](#)

All steps have been completed. When you are ready to continue, click the 'Submit' button.

**LEGEND**

- Click to view more information
- ✓ The Step is Complete
- ! The Step Contains Errors

Required Required Required fields designated by:

- A triangle in the top left corner
- A tooltip that says required

Cancel < Previous Step **Next Step >**

Click the Next Step button. The Review and Submit window appears below. Click the Submit button to submit your MiWAM account registration.

**New Registration**

Home > New Registration

1. New Registration 2. Review and Submit

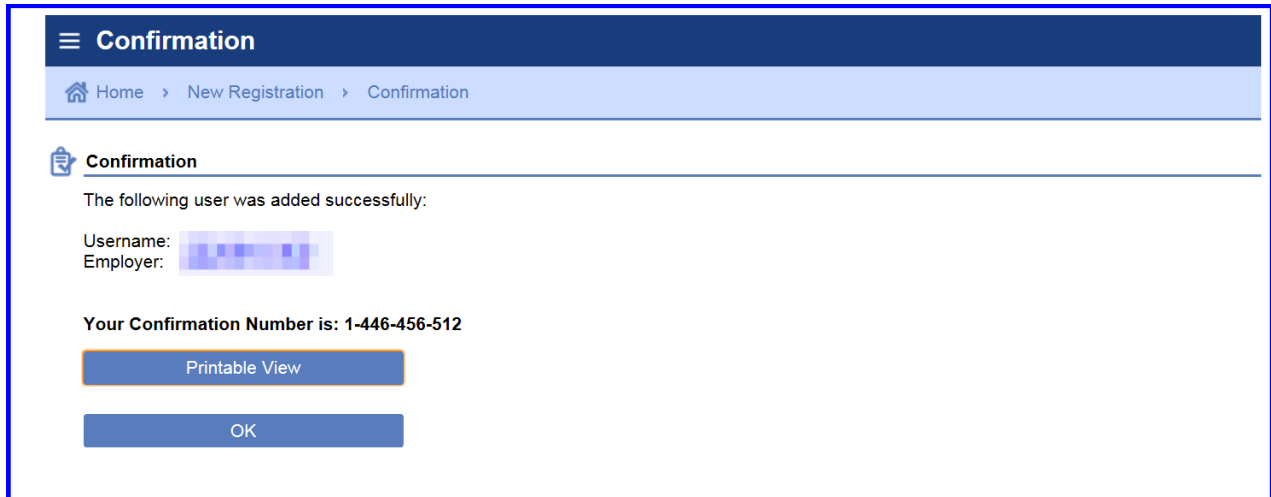
**Review and Submit**

This New Registration submission is ready to submit.

Cancel < Previous Step **Submit**

## How do I Sign up for a MiWAM Account? (cont.)

After the user signs up for online services they will receive a confirmation. This is displayed below. A confirmation number is provided for all online services throughout MiWAM.

A screenshot of a web application's confirmation page. At the top is a dark blue header with a hamburger menu icon and the word "Confirmation". Below the header is a light blue breadcrumb trail: "Home > New Registration > Confirmation". The main content area has a blue icon of a document with a checkmark and the title "Confirmation". Below this, it says "The following user was added successfully:". Then, it lists "Username:" and "Employer:" followed by blurred text. Below that, it says "Your Confirmation Number is: 1-446-456-512". At the bottom, there are two buttons: "Printable View" (highlighted with an orange border) and "OK".

Confirmation

Home > New Registration > Confirmation

Confirmation

The following user was added successfully:

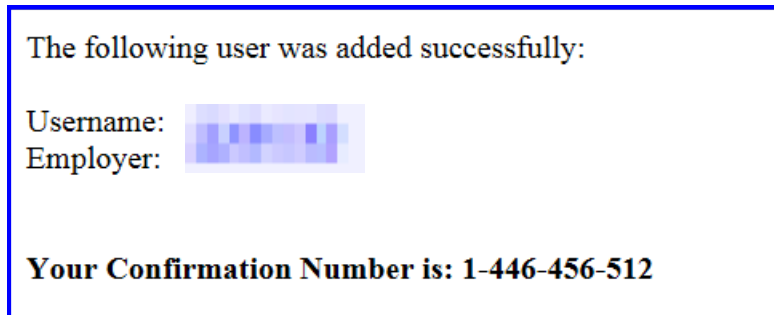
Username: [blurred]  
Employer: [blurred]

Your Confirmation Number is: 1-446-456-512

Printable View

OK

The user may print the confirmation by clicking the Printable View button as shown below.

A zoomed-in view of the confirmation message from the previous screenshot. It shows the text "The following user was added successfully:", followed by "Username:" and "Employer:" with blurred text. Below that is "Your Confirmation Number is: 1-446-456-512".

The following user was added successfully:

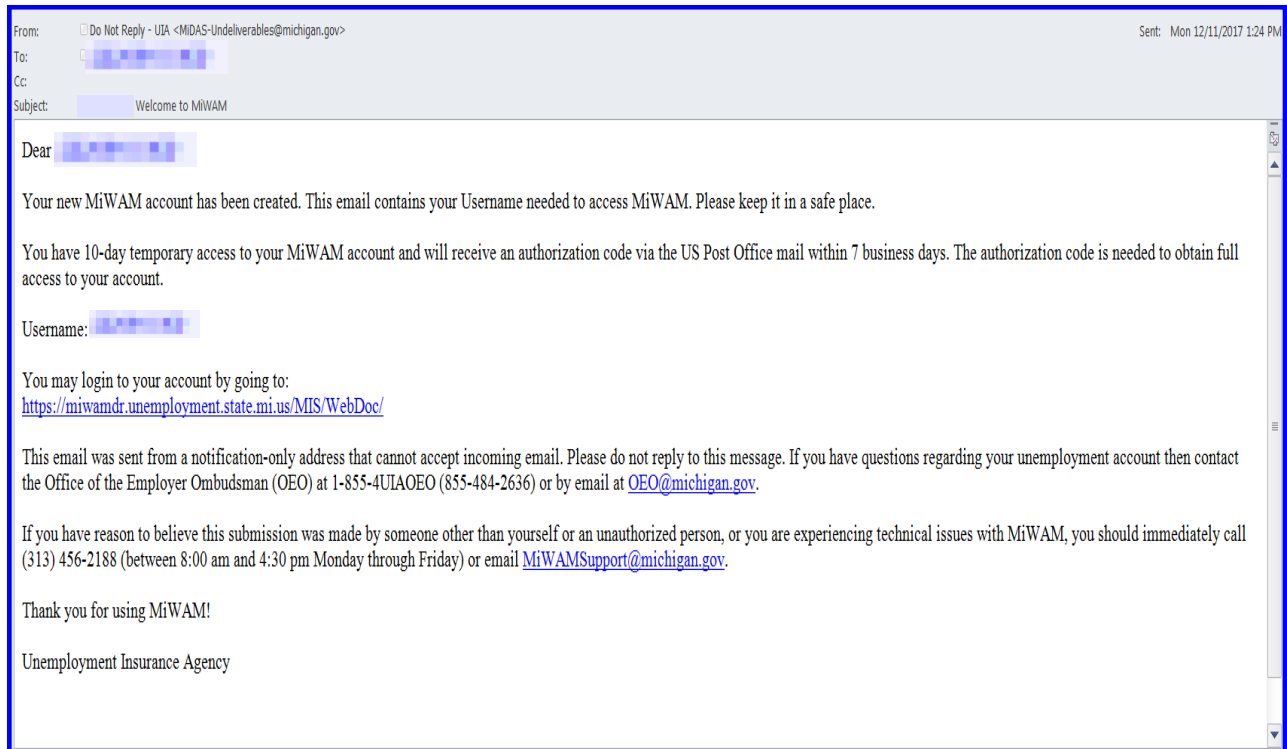
Username: [blurred]  
Employer: [blurred]

**Your Confirmation Number is: 1-446-456-512**

After clicking OK, this will bring the employer back to the MiWAM log in screen. You are now ready to begin using your MiWAM account with temporary access.

## How do I Sign up for a MiWAM Account? (cont.)

The employer/service provider will receive a Welcome to MiWAM email to their email address that UI has on file.



The employer will receive the Authorization Code within 10 days. With limited access the employer can make payments and file reports.

Look for your Authorization Code to be mailed to the physical address UI has on file for your company. You will need the code to access your account after the 10 day limited access period has ended.

## How do I log on to MiWAM with temporary access?

When you register for MiWAM, you are creating a limited access web account that gives you the ability to:

- File quarterly unemployment reports,
- Submit payments and
- Manage your user profile.

**UIA** Michigan Unemployment Insurance Agency  
Department of Talent and Economic Development | Talent Investment Agency

**MiWAM**

Home

Home

**SCHEDULED SYSTEM MAINTENANCE NOTIFICATION:**

Thank you for visiting MiWAM.

We want to make you aware that Sunday, 01/14/2018 at 08:00 AM EST, there will be scheduled downtime for MiWAM, lasting until 11:00 AM EST on 01/14/2018. We will be using this time to maintain our services and enhance our overall service delivery.

To ensure a smooth transition, we are performing this maintenance during the weekend. During this maintenance window, MiWAM and e-Registration will be inaccessible. All MiWAM services will resume immediately after the maintenance window.

**MiWAM**  
MICHIGAN WEB ACCOUNT MANAGER  
UNEMPLOYMENT INSURANCE AGENCY

**Log In To MiWAM**

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username  
Required

Password  
Required

Sign In

**Online Services for EMPLOYERS**

- Register A Business
- Sign Up for an Employer / Service Provider MiWAM Account
- Lost/Never Received Authorization Code
- Forgot your Username?
- Forgot your Password?

**Online Services for CLAIMANTS**

- File a New Claim
- Find a Saved Claim
- Sign Up for a Claimant MiWAM Account
- Having trouble logging in? (Forgot password?)

**Other Online Services**

- Report Fraud

## How do I log on to MiWAM with temporary access? (cont.)

The Home page provides the access to manage your account until you are granted full access with your authorization code.

The **Home Banner** shows Web Log on Name next to the word Welcome.

**User information** provides the username that is signed on to MiWAM.

**Logon** section provides the individual who created the account log on name, email address, phone and the last log in date

**Alerts** section provides information to the employer or quick notice regarding outstanding balances to file a report and other specific online services.

**I Want To** section provide links to assist the employer navigate to online services.

The screenshot shows the MiWAM Home page. At the top, there is a navigation bar with 'Home', 'Welcome,', 'Settings', and 'Log Off'. Below this, a 'Home' banner displays 'WELCOME! Please select a service or account listed below.' To the right, a red box highlights 'User Information: You are signed in as'. The main content area is divided into three sections: 'Logon' (showing a blurred profile picture and 'Last logged on 10-Jan-2018'), 'Alerts' (showing an 'Outstanding Balance: \$26.50'), and 'I Want To' (listing links like 'View Employer Handbook', 'Send Unemployment a Message', 'Get a Payment Plan Quote', 'Apply for WOTC', and 'Request Benefit Charges File'). Below these sections, a red box highlights three tabs: 'Summary', 'Multi-Account Services', and 'Names and Addresses'. The 'Summary' tab is active, showing a message: 'You may file and pay for outstanding quarters, and also make payments to quarters with a balance. All payments will be report payments.' Below this message is a table with columns: 'UIA Number', 'Quarter', 'Due Date', 'Report', and 'Chargeable'.

UIA Number	Quarter	Due Date	Report	Chargeable
[blurred]	31-Dec-2014	26-Jan-2015	<a href="#">Pay</a> Combined Report	<input type="checkbox"/>
[blurred]	30-Sep-2014	27-Oct-2014	Combined Report	<input type="checkbox"/>
[blurred]	30-Jun-2014	25-Jul-2014	Combined Report	<input type="checkbox"/>

The three temporary access tabs are:

- Summary
- Multi-Account Services
- Names and Addresses


## What is an authorization code?

The employer will receive a 10-day temporary password on Form UIA 1023, *Authorization Code*. This letter should be received within 10 days of signing up for a MiWAM account. The temporary password will provide the employer limited access to his/her account.


### Form UIA 1023, *Authorization Code*

The letter will be mailed to the employer's physical address.



UIA 1023  
(Rev. 08-12)  
Rick Snyder  
GOVERNOR

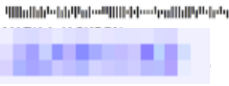


State of Michigan  
Talent Investment Agency  
Unemployment Insurance  
Michelle Beebe, Senior Deputy Director  
3024 W Grand Blvd, Detroit, MI 48202  
www.michigan.gov/uia



Authorized By  
MCL 421.1 et seq.  
Wanda Stokes  
TIA Director


Mail Date: December 08, 2017  
Letter ID: L0042826223  
EAN:   
Name: 



**Authorization Code**

Dear Employer:

The Authorization Code shown below will allow the holder to transact business in your name. Please exercise caution to guard against unauthorized access to your account.

Authorization Code: 


To enter your authorization code, visit [www.michigan.gov/uia](http://www.michigan.gov/uia), click on the "Michigan Web Account Manager for Claimants and Employers" and then enter your username, password and authorization code before signing in. The box for your authorization code will appear after your user name is entered. Please note that your authorization code is case-sensitive. This means an "A" is different from an "a". You must enter your authorization code exactly as shown above.

**IMPORTANT**

Please retain this form in a secure area for your protection.

- For questions regarding the filing of Form UIA 1028, *Employers Quarterly Wage/Tax Report*, or to submit a bulk file, please e-mail [MiWAMSupport@michigan.gov](mailto:MiWAMSupport@michigan.gov) or call (313) 456-2188.
- For questions regarding submitting an Employer Filed Claims file, e-mail [efc@michigan.gov](mailto:efc@michigan.gov) or call 1-866-845-0077.
- TTY customers should use 1-866-366-0004 to call any of the above numbers.

If you have any questions, contact the Office of Employer Ombudsman (OEO) by e-mail at [OEO@michigan.gov](mailto:OEO@michigan.gov) or at 1-855-4UIAOEO (855-484-2636). TTY customers call 1-866-366-0004.

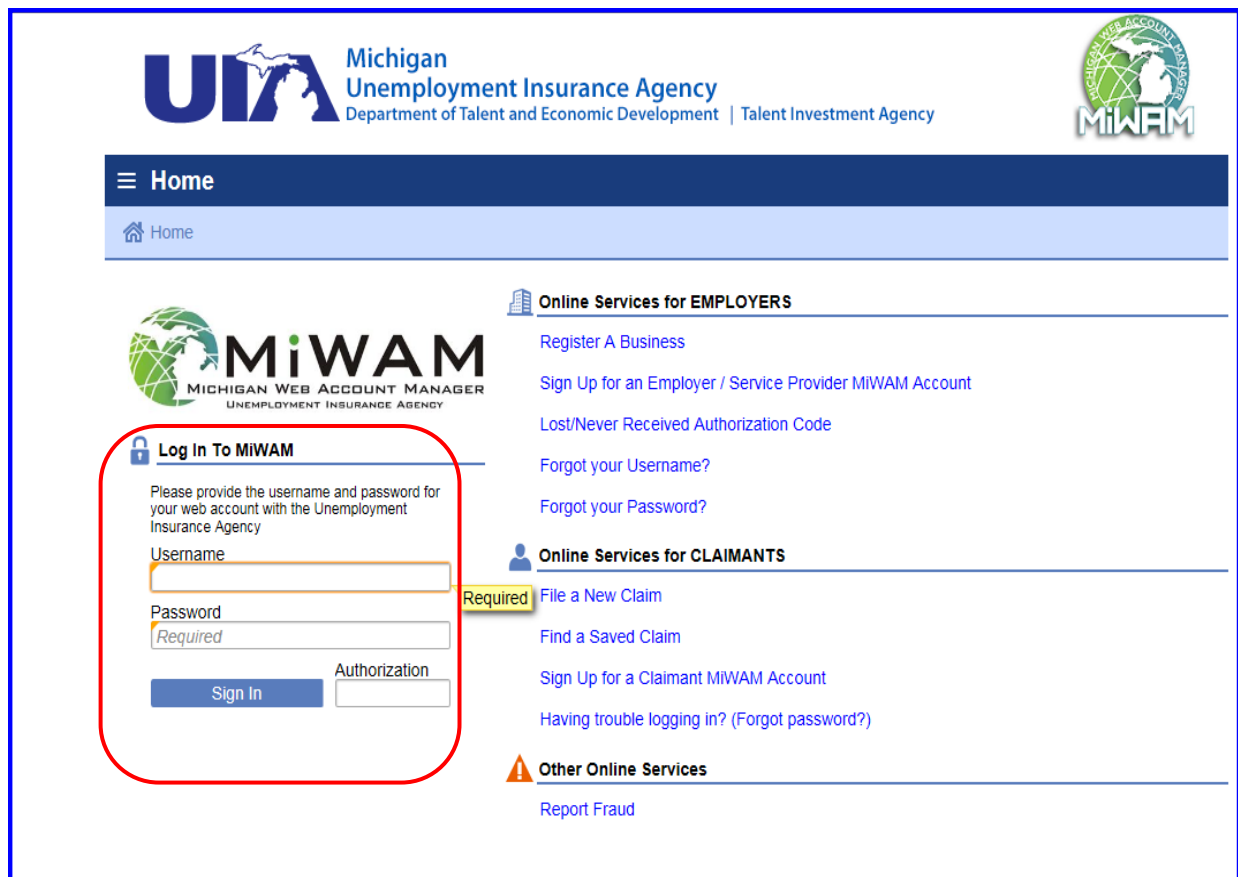


TIA is an Equal Opportunity Employer/Program.

The authorization code must be entered as displayed on Form UIA 1023.

## How do I logon to MiWAM with the Authorization Code?

After receiving the authorization code, access MiWAM from the UI Public website. Click the MiWAM logo or Michigan Web Account Manager for Claimants and Employers hyperlink. (This was shown on page 12.)



The screenshot shows the Michigan Unemployment Insurance Agency (UIA) website. At the top, the UIA logo and name are displayed, along with the text "Michigan Unemployment Insurance Agency" and "Department of Talent and Economic Development | Talent Investment Agency". The MiWAM logo is also present in the top right corner. Below the header, there is a navigation bar with a "Home" link. The main content area is divided into two columns. The left column features the MiWAM logo and a "Log In To MiWAM" section. This section includes a prompt: "Please provide the username and password for your web account with the Unemployment Insurance Agency". Below this, there are three input fields: "Username", "Password", and "Authorization". The "Password" field is marked as "Required". A "Sign In" button is located below the "Username" and "Password" fields. The right column contains two sections: "Online Services for EMPLOYERS" and "Online Services for CLAIMANTS". The "EMPLOYERS" section includes links for "Register A Business", "Sign Up for an Employer / Service Provider MiWAM Account", "Lost/Never Received Authorization Code", "Forgot your Username?", and "Forgot your Password?". The "CLAIMANTS" section includes links for "File a New Claim", "Find a Saved Claim", "Sign Up for a Claimant MiWAM Account", and "Having trouble logging in? (Forgot password?)". Below these sections, there is a link for "Report Fraud" under the heading "Other Online Services".

On the Log In To section, enter the Username, Password and Authorization Code. The authorization code is case sensitive. Enter the authorization code exactly as it is displayed on Form UIA 1023. Click the Sign In button.

Once you use your Authorization Code, you will not need to use it again. This will be the only time you will see the Authorization Code field.

## How do I logon to MiWAM with the Authorization Code? (cont.)

After clicking the Sign In button, the employer is now on the Home page. The employer is now provided full access to all of the online services in MiWAM.

The screenshot displays the MiWAM Home page interface. At the top, a dark blue header bar contains a hamburger menu icon, the word "Home", a "Welcome," message, a "Settings" gear icon, and a "Log Off" button with a lock icon. Below the header, a light blue bar shows the "Home" breadcrumb. The main content area is divided into three columns. The left column, titled "Logon", shows a user profile picture, the text "Last logged on 10-Jan-2018", and a "Logon" button. The middle column, titled "Alerts", shows a warning icon and the text "Outstanding Balance: \$26.50". The right column, titled "I Want To", lists several links: "Add Access to Another Account", "View Employer Handbook", "Setup Email Reminders", "Send Unemployment a Message", "Add or Update Power of Attorney", "Get a Payment Plan Quote", "Apply for WOTC", and "Request Benefit Charges File". Below these columns is a horizontal menu with tabs: "Accounts", "Recent Items", "Multi-Account Services", and "Names and Addresses". The "Accounts" tab is selected, showing a list of accounts. The first account is "UI Tax" with a balance of "\$0.00". The second account is "UI Tax" with a balance of "\$26.50", which is highlighted with a red box. A "View Accounts" button is located at the top right of the accounts list.

Account Name	Balance
UI Tax	\$0.00
UI Tax	\$26.50

From the Home page, click the UI Tax hyperlink.



## How do I logon to MiWAM with the Authorization Code? (cont.)

The UI Tax springboard provides the employer with full access of all the online services in MiWAM.

- **UI Tax Banner** provides the Web Name is next to Welcome.
- **Home Banner** provides the Employer Account Number.
- **Account** section provides the individual who created the account log on name, email address, phone and the last log in date
- **Account Alerts** section provides information to the employer regarding outstanding balances to file a report and other specific online services.
- **I Want To** section provides links to assist the employer navigate to specific online services.

The screenshot displays the UI Tax MiWAM interface. At the top, a dark blue header contains the 'UI Tax' logo, a 'Welcome,' message followed by a redacted box, and links for 'Settings' and 'Log Off'. Below the header, a light blue navigation bar shows 'Home > Account' with a red box around the 'Account' link. The main content area is divided into three sections: 'Account' (with a redacted box and 'Closed: 30-Dec-2014'), 'Account Alerts' (showing an 'Outstanding Balance: \$26.50'), and 'I Want To' (listing various service links). At the bottom, a 'Periods' section shows a table with columns for date, amount, status, and action.

Periods	Recent Items	Account Services	Names and Addresses
31-Dec-2014	\$26.50	Ontime-Processed	<a href="#">Make Payment</a>

## I Lost my Authorization Code?

If you lost or did not receive the Authorization Code after the 10 business days limited access period expires, you can request a new authorization code.

**UIA** Michigan Unemployment Insurance Agency  
Department of Talent and Economic Development | Talent Investment Agency

**MiWAM**

**Home**

**SYSTEM OUTAGE**

**System Maintenance**

Thank you for visiting MiWAM.

We want to make you aware that Friday, 12/15/2017 at 06:00 PM EST, there will be scheduled downtime for MiWAM, lasting until 01:00 AM EST on 12/18/2017. We will be using this time to maintain our services and enhance our overall service delivery.

To ensure a smooth transition, we are performing this maintenance during the weekend. During this maintenance window, MiWAM and e-Registration will be inaccessible. All MiWAM services will resume immediately after the maintenance window.

**MiWAM**  
MICHIGAN WEB ACCOUNT MANAGER  
UNEMPLOYMENT INSURANCE AGENCY

**Log In To MiWAM**

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username  Required

Password  Required

**Sign In**

**Online Services for EMPLOYERS**

- [Register A Business](#)
- [Sign Up for an Employer / Service Provider MiWAM Account](#)
- [Lost/Never Received Authorization Code](#)
- [Forgot your Username?](#)
- [Forgot your Password?](#)

**Online Services for CLAIMANTS**

- [File a New Claim](#)
- [Find a Saved Claim](#)
- [Sign Up for a Claimant MiWAM Account](#)
- [Having trouble logging in? \(Forgot password?\)](#)

**Other Online Services**

- [Report Fraud](#)

Click the “Lost/Never Received Authorization Code” hyperlink on the MiWAM Home page.

## I Lost my Authorization Code? (cont.)

The employer must enter their email address and UIA employer number, including the three trailing zeroes to request a new authorization letter. Click the Next Step button. The Request Authorization Letter window appears with a Submit button. Next, click the Submit button. The Request Authorization Letter Confirmation window appears with a confirmation number.

The screenshot shows the 'Request Authorization Letter' form. At the top, there is a navigation bar with a home icon and the text 'Home > Request Authorization Letter'. Below this is a progress bar with two steps: '1. Request Authorization Letter' (active) and '2. Review and Submit'. The main heading is 'Request Authorization Letter'. Underneath, it says 'Enter Information to request a new Authorization Letter'. There are two input fields: 'E-mail Address:' and 'UIA Account #:', both marked as 'Required'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Next Step >'. The 'Next Step >' button is highlighted with a red rectangular box.

If you requested a new authorization letter and UI mailed the authorization letter within the last 10 days, the employer will receive a message as shown below.

This screenshot shows the same 'Request Authorization Letter' form, but with a yellow message box overlaid on the input fields. The message reads: 'Authorization letter was sent within the last 10 days. Please wait for the correspondence to arrive at your physical/business location. If this correspondence is not received, you may request another letter after the 10 day period has expired.' The 'Next Step >' button is still visible at the bottom right. At the very bottom of the page, there are links for 'Michigan Accessibility Policy', 'Privacy Policy', 'Link Policy', and 'Security Policy'.

You must wait for the 10 business days to receive the Authorization Code. If you do not receive Authorization after 10 days, request another authorization code through MiWAM.

## How do I reset my password?

Access the MiWAM Log In screen. Under the “Online Services for Employers”, click on the “Forgot your Password?” hyperlink.

**UIA** Michigan Unemployment Insurance Agency  
Department of Talent and Economic Development | Talent Investment Agency

**MiWAM** MICHIGAN WEB ACCOUNT MANAGER  
UNEMPLOYMENT INSURANCE AGENCY

**Home**

**Online Services for EMPLOYERS**

- Register A Business
- Sign Up for an Employer / Service Provider MiWAM Account
- Lost/Never Received Authorization Code
- Forgot your Username?
- Forgot your Password?**

**Log In To MiWAM**

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username  Required

Password  Required

**Sign In**

**Online Services for CLAIMANTS**

- File a New Claim
- Find a Saved Claim
- Sign Up for a Claimant MiWAM Account
- Having trouble logging in? (Forgot password?)

**Other Online Services**

- Report Fraud

In the Password Recovery window shown below, type your Username in the empty field and then click on the “Reset Password” button.

**Password Recovery**

Home > Password Recovery

**Reset Password**

Username

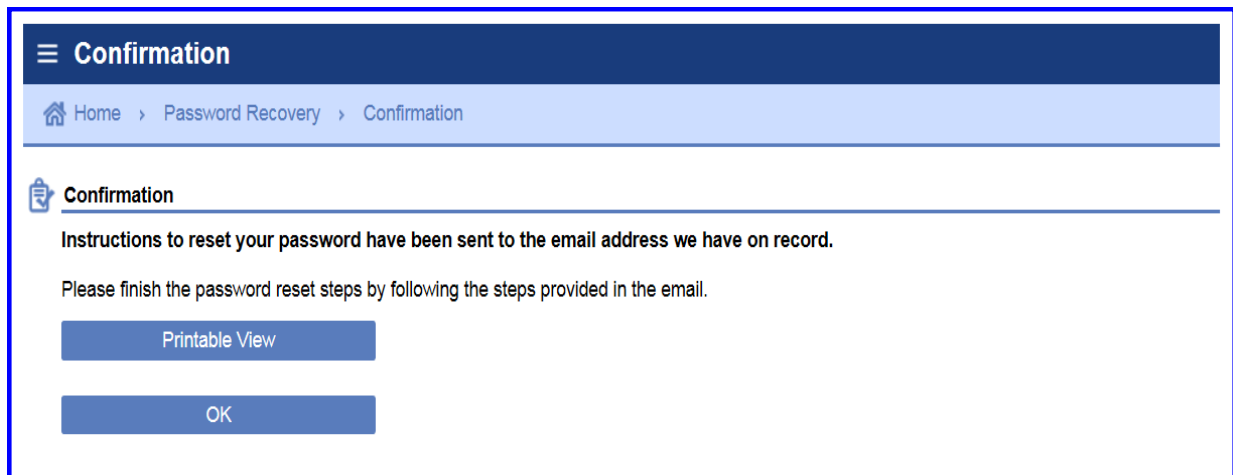
**Reset Password**

Instructions to complete the password recovery process will be emailed to you.

**Cancel**

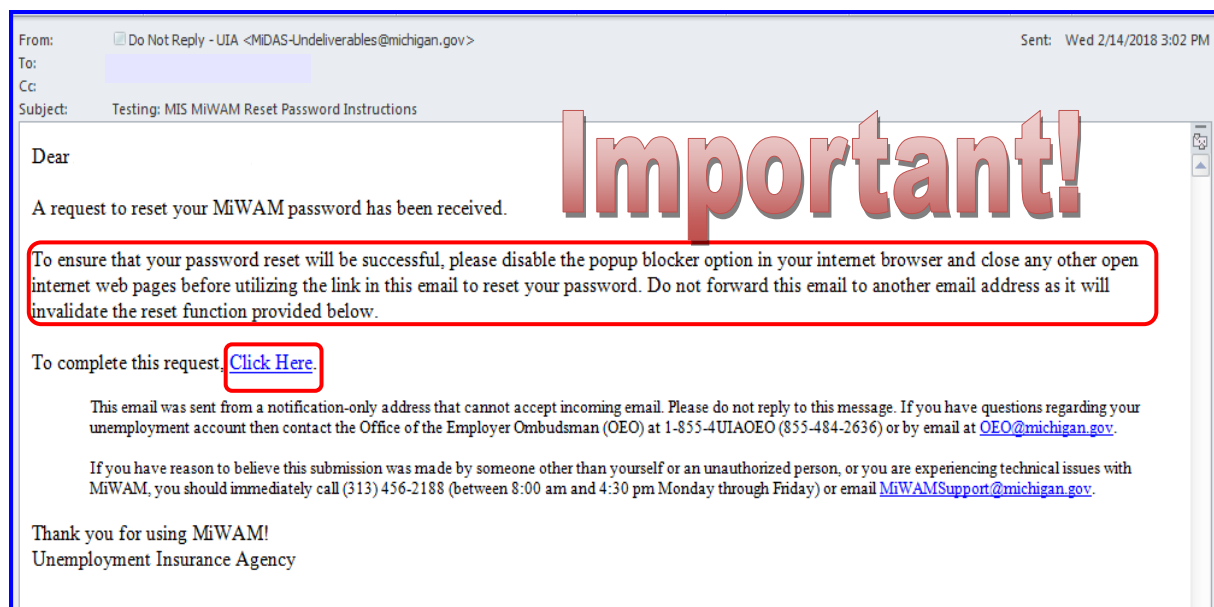
## How do I reset my password? (cont.)

After you click Reset Password button you will see the Confirmation window. On the Confirmation Window click the OK button.



You will receive instructions in your email that UI has on file for you. Access your email and follow the instructions in the email to reset your password. In your web browser, make sure to disable your popup blocker option.

Click the Click Here link in the email to reset your MiWAM password.



## How do I reset my password? (cont.)

After clicking the Click Here link, the Password Recovery springboard appears. Enter your secret question. Click the Next Step button.

The screenshot shows the 'Password Recovery' interface. At the top, there's a header with a menu icon and the title 'Password Recovery'. Below it, a breadcrumb trail shows 'Home > Password Recovery'. A progress bar indicates two steps: '1. Answer Secret Question' (active) and '2. Create New Password'. The main heading is 'Answer Secret Question'. Underneath, there's a sub-heading 'Reset Password' with a lock icon. The instruction says: 'Enter the answer to your secret question to continue the password reset process.' Below this, a question is displayed: 'What is your favorite color?'. There is a text input field with three dots inside. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Next Step >'. The 'Next Step >' button is highlighted with a red rectangle.

After clicking the Next Step button, the Password Recovery springboard appears. Enter your new password and confirm the new password. Click the Submit button.

The screenshot shows the 'Create New Password' screen. The header and breadcrumb trail are the same as the previous screen. The progress bar now shows '1. Answer Secret Question' as completed and '2. Create New Password' as the active step. The main heading is 'Create New Password'. Underneath, there's a sub-heading 'Reset Password' with a lock icon. There are two text input fields: 'New Password' and 'Confirm Password', both containing seven dots. To the right of these fields is a red-bordered box titled 'Password Rules' containing a list of requirements: 'Previous passwords cannot be reused', 'Password must be between 8 and 15 characters long', 'Password cannot begin with an exclamation point (!) or a question mark (?)', 'Password must not contain spaces', 'Password must contain both letters and numbers', and 'Passwords are case sensitive'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Submit'. The 'Submit' button is highlighted with a red rectangle.

The Password Recovery springboard appears, grayed out with an acknowledge window that your password was updated. Click Ok.

The screenshot shows the 'Create New Password' screen, but it is grayed out. A modal dialog box is centered on the screen. The dialog has a blue header with an information icon and the text: 'Your password has been updated. Please use this new password when you log in next.' Below the text is an 'OK' button. The background screen shows the same elements as the previous screenshot, but they are faded. The 'Submit' button at the bottom right is still highlighted with a red rectangle.

## Does my password expire?

The MiWAM user's password will expire annually. The MiWAM user will receive a prompt when their password is past the expiration date.

The screenshot shows the MiWAM Home page. At the top is a navigation bar with a 'Home' link. Below this is a yellow notification box titled 'SCHEDULED SYSTEM MAINTENANCE NOTIFICATION:' which states that there will be scheduled downtime for MIWAM on Sunday, 01/14/2018, from 08:00 AM EST to 11:00 AM EST. The notification also mentions that all MIWAM services will resume immediately after the maintenance window.

Below the notification is the MiWAM logo and the text 'MICHIGAN WEB ACCOUNT MANAGER' and 'UNEMPLOYMENT INSURANCE AGENCY'. To the right of the logo is a section titled 'Online Services for EMPLOYERS' with links: 'Register A Business', 'Sign Up for an Employer / Service Provider MIWAM Account', 'Lost/Never Received Authorization Code', 'Forgot your Username?', and 'Forgot your Password?'. Below this is a section titled 'Online Services for CLAIMANTS' with links: 'File a New Claim', 'Find a Saved Claim', 'Sign Up for a Claimant MIWAM Account', and 'Having trouble logging in? (Forgot password?)'. At the bottom right is a section titled 'Other Online Services' with a link: 'Report Fraud'.

On the left side, there is a 'Log In To MiWAM' section. It contains a message: 'Please provide the username and password for your web account with the Unemployment Insurance Agency'. Below this are two input fields: 'Username' and 'Password'. The 'Password' field is marked as 'Required' with a yellow label. A red box highlights the 'Username' and 'Password' fields. Below the input fields is a 'Sign In' button.

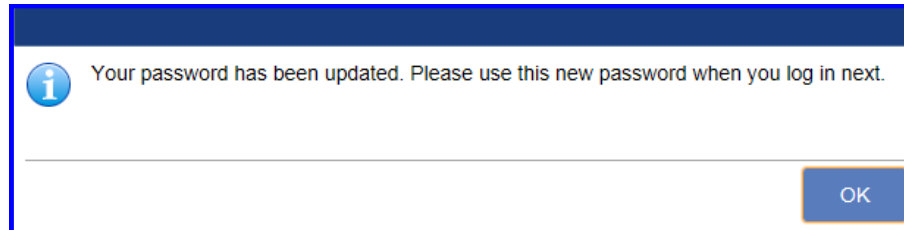
When the employer/service provider enters his/her username and the expired password, the Password Reset window appears.

The screenshot shows the Password Reset window. At the top is a navigation bar with a 'Home' link and a 'Password Reset' link. Below this is a section titled 'Reset Password'. It contains two input fields: 'New Password' and 'Confirm Password'. Both fields are masked with dots. A red box highlights the 'Submit' button. To the right of the input fields is a section titled 'Password Rules' with a list of rules: 'Previous passwords cannot be reused', 'Password must be between 8 and 15 characters long', 'Password can't contain an exclamation point (!) or a question mark (?)', 'Password must not contain spaces', 'Password must contain both letters and numbers', and 'Passwords are case sensitive'. At the bottom right is a 'Cancel' button.

Enter the new password and confirm the new password. Click the Submit button.

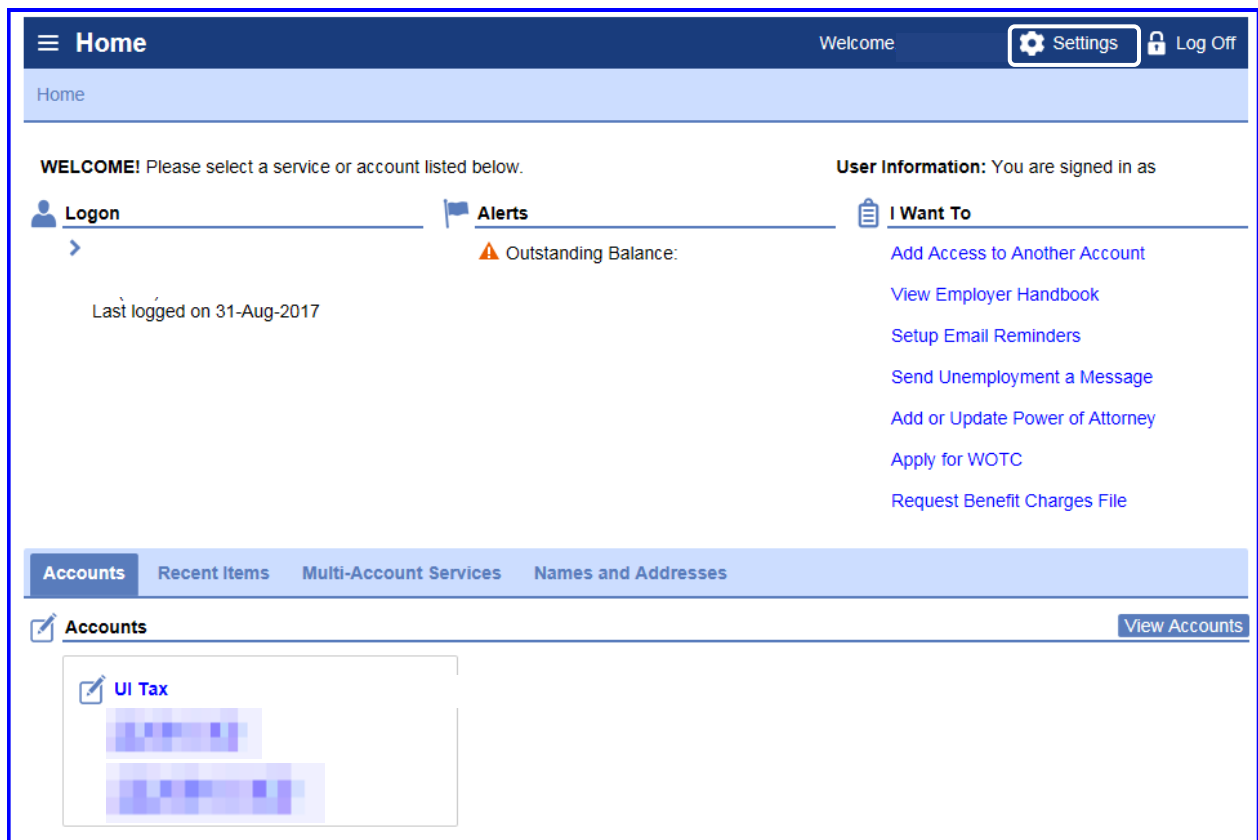
## Does my password expire? (cont.)

The window below acknowledges that your password has been updated. You may now log in to MiWAM with the new password.



## How do I change my password?

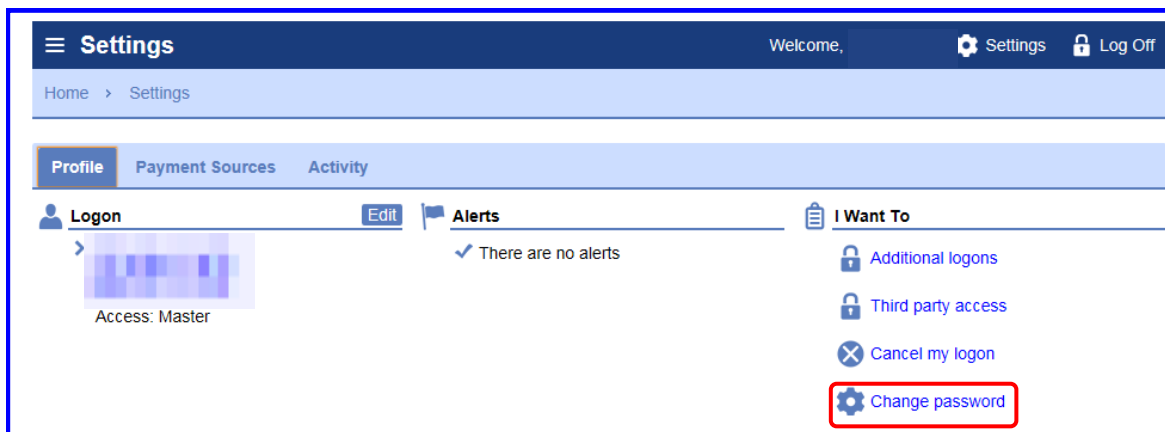
The employer may change his/her password before the password expires. Click on the “Settings” hyperlink, from the Home page.





## How do I change my password? (cont.)

In the Settings window under the **Profile** tab, click on the Change password hyperlink.



In the Edit window, the MiWAM user should follow the steps below to change his/her password.

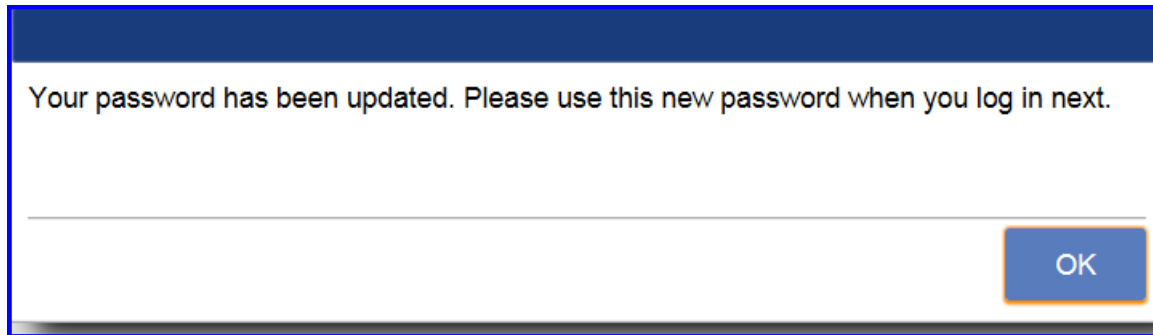
1. Enter the Current Password.
2. Enter the New Password.
3. Enter the New password in the Confirm Password field.
4. Click the Save button.

A screenshot of the 'Edit' page in the web application. The top navigation bar is dark blue with a hamburger menu icon, the word 'Edit', and links for 'Welcome', 'Settings' (with a gear icon), and 'Log Off' (with a lock icon). Below this is a breadcrumb trail 'Home > Settings > Edit'. The main content area has two sections: 'Change Password' and 'Password Help'. The 'Change Password' section has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' and 'Confirm Password' fields have a 'Required' label next to them. The 'Password Help' section has a question mark icon and three lines of text: 'Passwords cannot be reused', 'Minimum 8 characters', and 'Passwords must contain both letters and numbers'. At the bottom right, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red rectangle.

**Note:** The user should pay attention to the Password Help information on the right side of the Edit window.

## How do I change my password? (cont.)

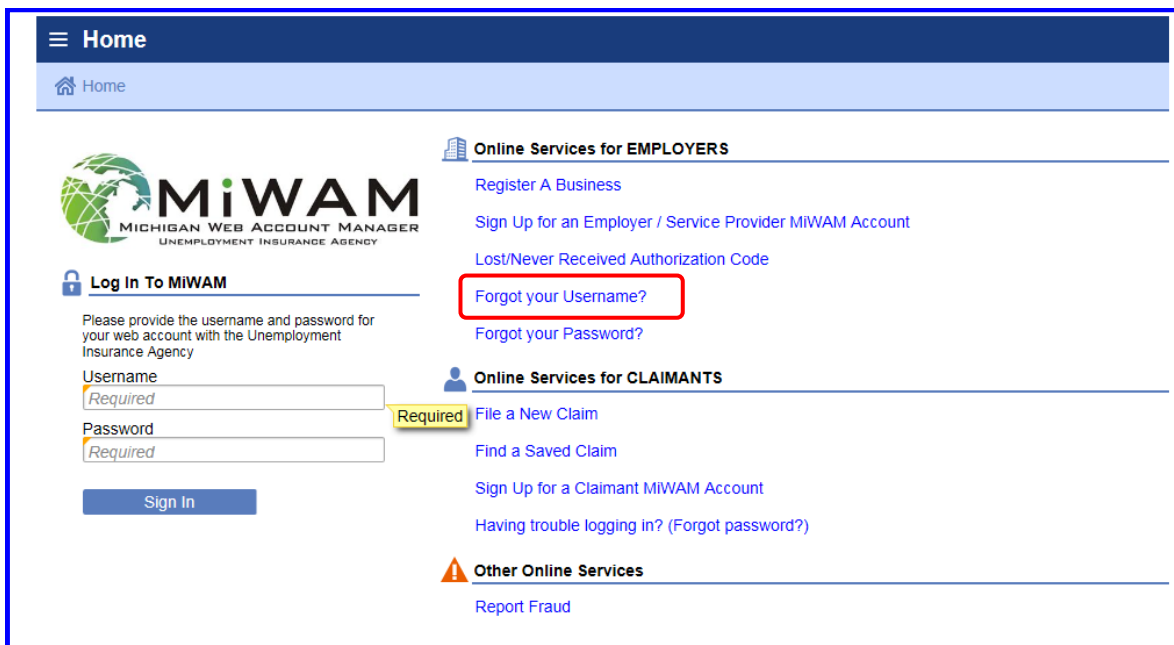
After clicking the Save button, the window below is displayed to make the user aware that his/her password was updated.



The new password can be used immediately to access MiWAM.

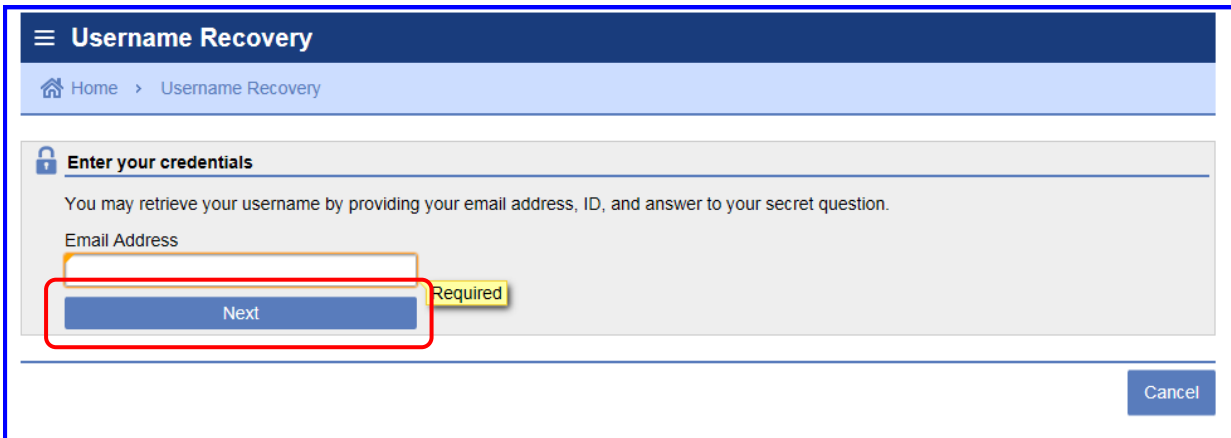
## How do I retrieve my username?

If you have forgotten your username, click on the “Forgot your Username” hyperlink on the Home MiWAM window to receive your username in your email.



## How do I retrieve my username? (cont.)

Enter your current email address.



**Username Recovery**

Home > Username Recovery

**Enter your credentials**

You may retrieve your username by providing your email address, ID, and answer to your secret question.

Email Address

Next

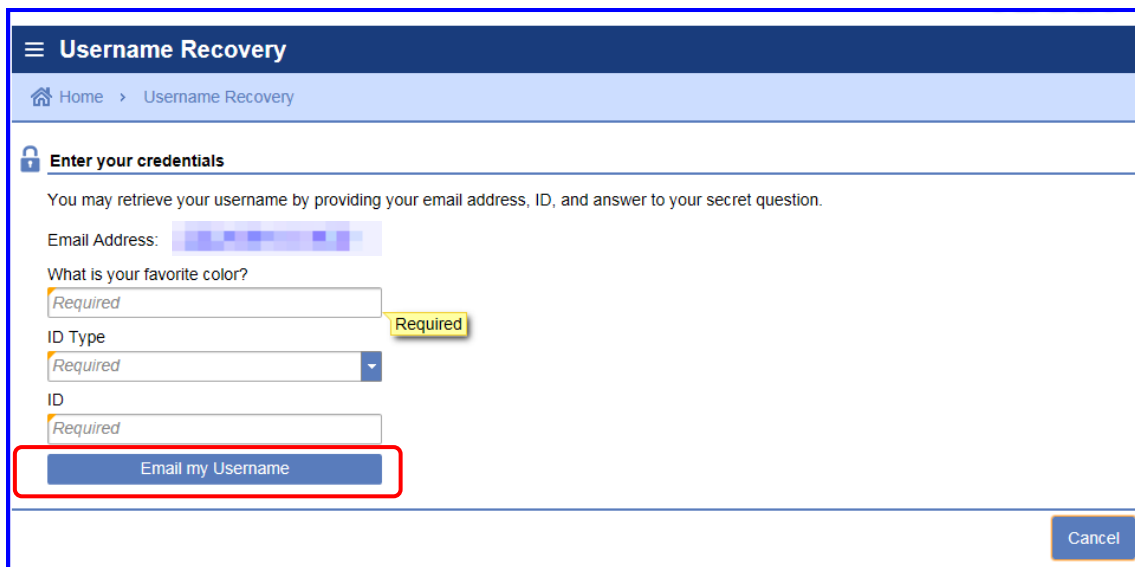
Required

Cancel

Click the Next button.

Enter the answer to your:

- Secret Question,
- ID Type and
- UI Account Number (EAN).



**Username Recovery**

Home > Username Recovery

**Enter your credentials**

You may retrieve your username by providing your email address, ID, and answer to your secret question.

Email Address: [Redacted]

What is your favorite color?

Required

ID Type

Required

ID

Required

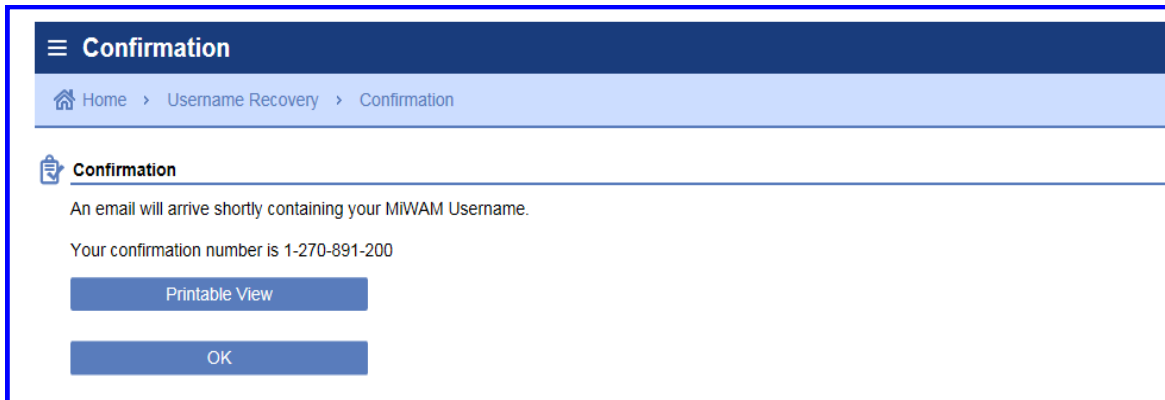
Email my Username

Cancel

Click the Email my Username button.

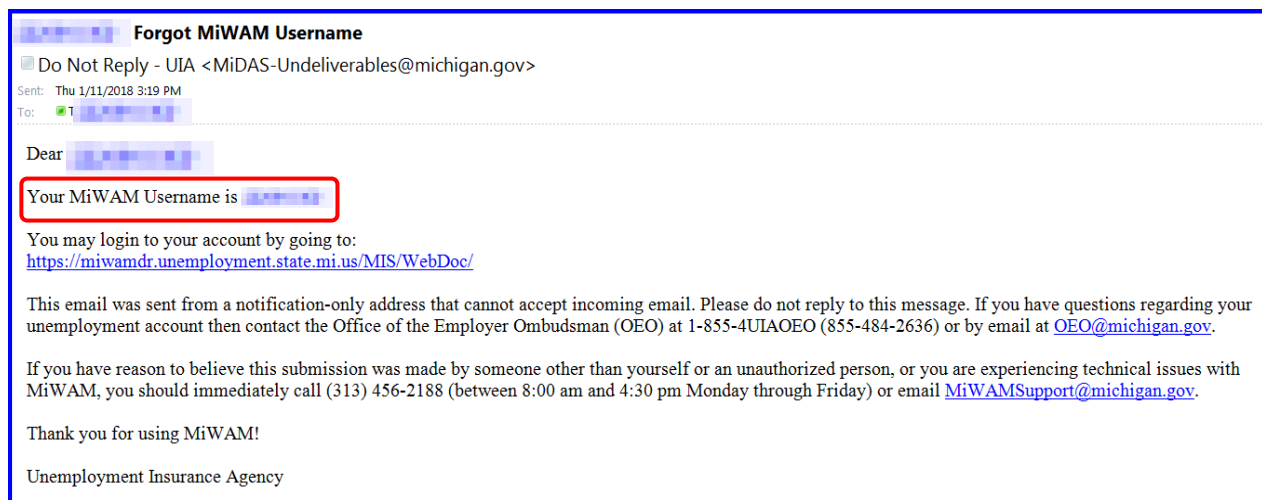
## How do I retrieve my username? (cont.)

After you click the Enter my Username button, you will receive a confirmation number. The confirmation number verifies that you have requested your username.



The screenshot shows a web interface for the 'Confirmation' step of a username recovery process. At the top, there is a dark blue header with a hamburger menu icon and the word 'Confirmation'. Below this is a light blue breadcrumb trail: 'Home > Username Recovery > Confirmation'. The main content area has a heading 'Confirmation' with a document icon. The text states: 'An email will arrive shortly containing your MiWAM Username.' and 'Your confirmation number is 1-270-891-200'. At the bottom, there are two blue buttons: 'Printable View' and 'OK'.

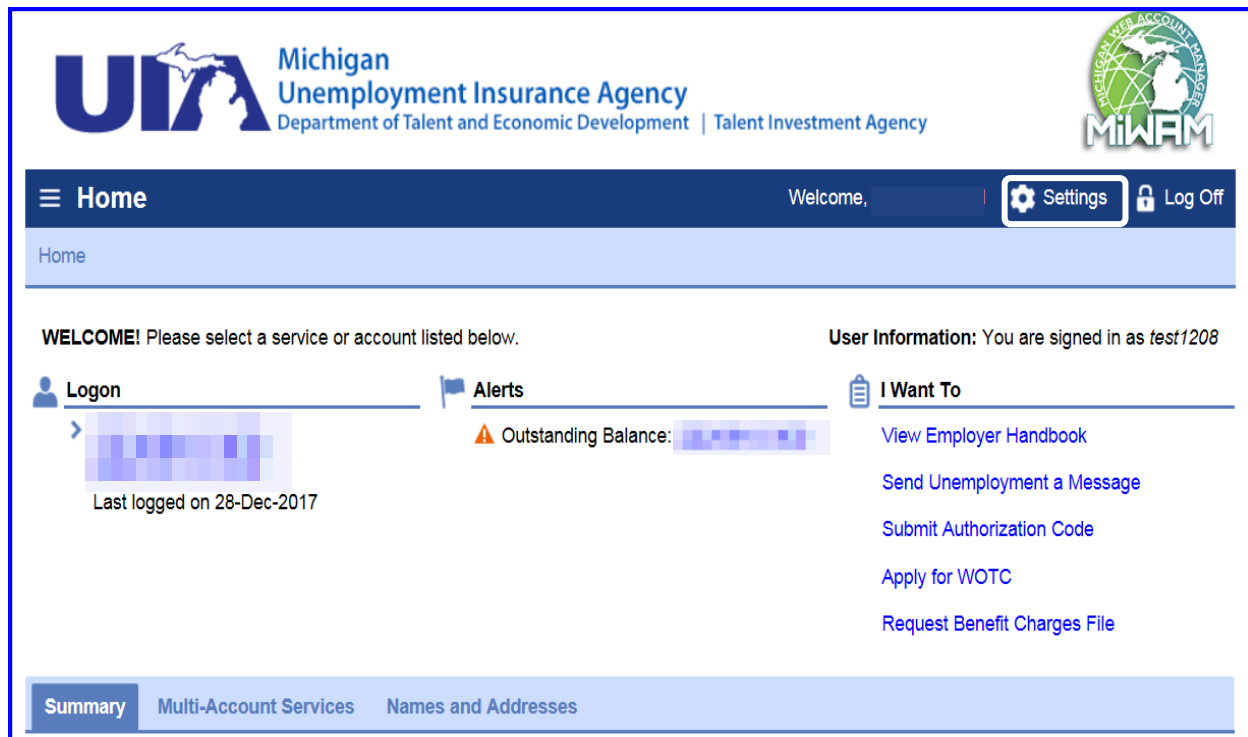
Your username will be emailed to you within a few moments. A link to MiWAM is included in the email to log on to MiWAM.



The screenshot shows an email titled 'Forgot MiWAM Username' from 'Do Not Reply - UIA <MiDAS-Undeliverables@michigan.gov>'. The email was sent on 'Thu 1/11/2018 3:19 PM' to a recipient whose name is redacted. The body of the email starts with 'Dear [redacted]', followed by 'Your MiWAM Username is [redacted]', which is highlighted with a red rectangle. Below this, it says 'You may login to your account by going to: <https://miwamdr.unemployment.state.mi.us/MIS/WebDoc/>'. A disclaimer follows: 'This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message. If you have questions regarding your unemployment account then contact the Office of the Employer Ombudsman (OEO) at 1-855-4UIAOEO (855-484-2636) or by email at [OEO@michigan.gov](mailto:OEO@michigan.gov).' Another line of text states: 'If you have reason to believe this submission was made by someone other than yourself or an unauthorized person, or you are experiencing technical issues with MiWAM, you should immediately call (313) 456-2188 (between 8:00 am and 4:30 pm Monday through Friday) or email [MiWAMSupport@michigan.gov](mailto:MiWAMSupport@michigan.gov).' The email concludes with 'Thank you for using MiWAM!' and 'Unemployment Insurance Agency'.

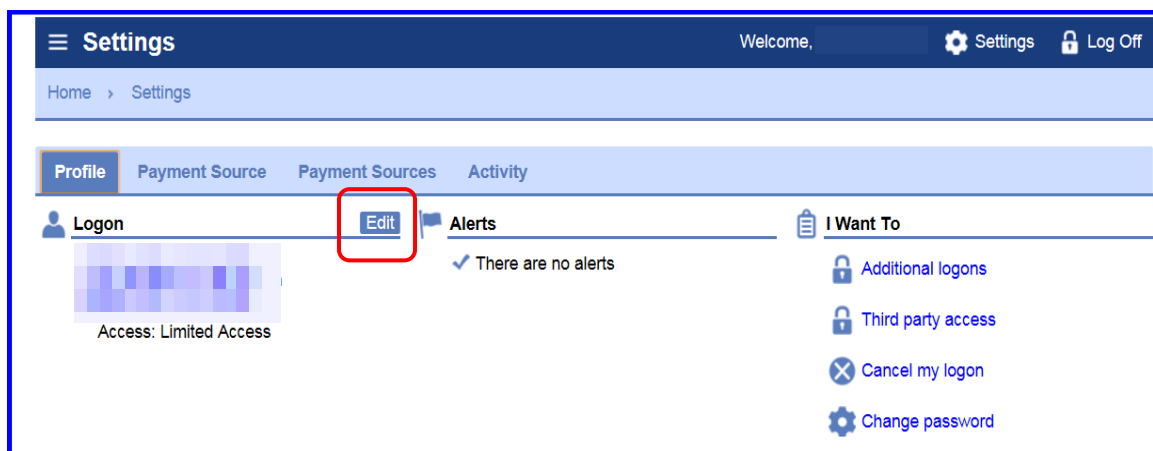
## How do I update my username?

From the home page screen, click the “Settings” hyperlink.



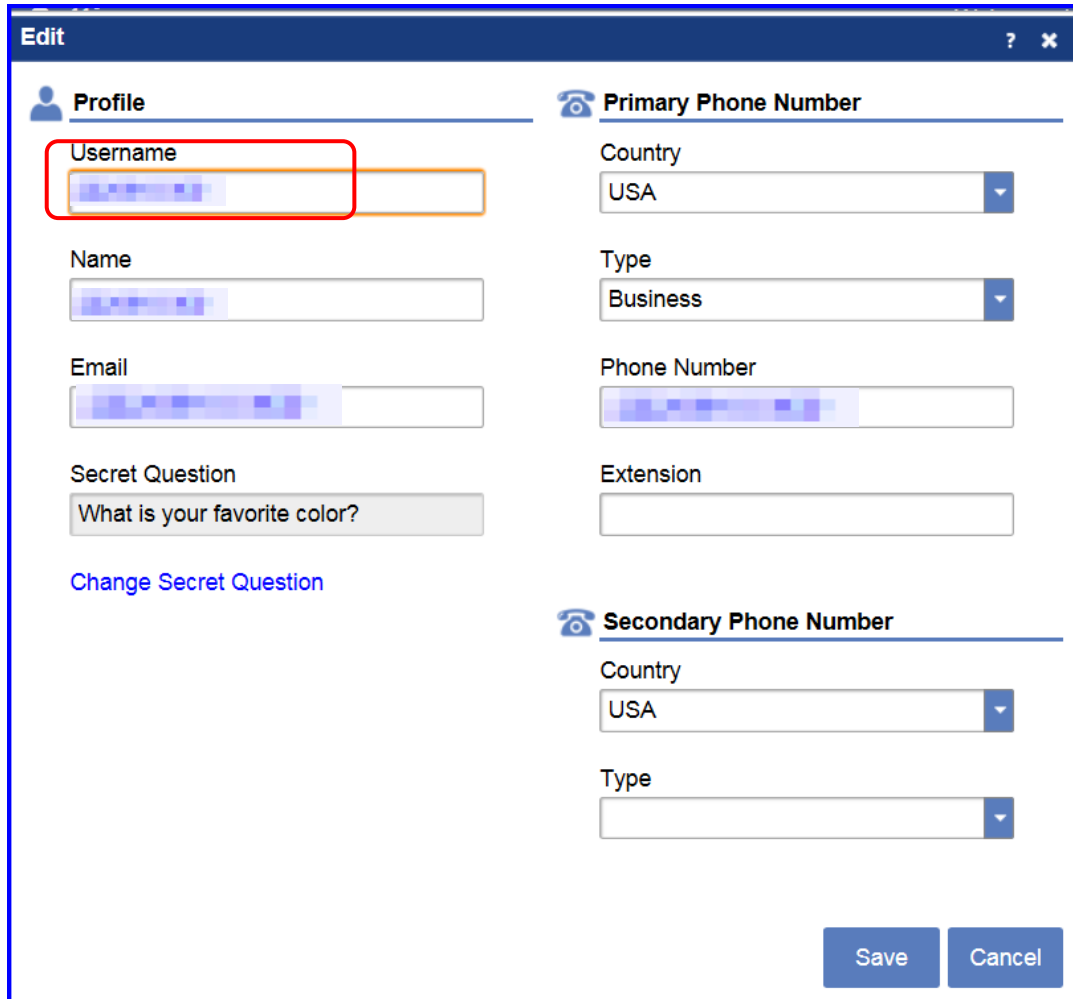
The employer may update email, secret question and phone number, as well as add another phone or fax number from their MiWAM Profile.

Click the Edit button.



## How do I update my username? (cont.)

The employer Profile is displayed in the Edit window.



The screenshot shows a window titled "Edit" with a dark blue header bar containing a question mark and a close button. The window is divided into two main sections: "Profile" and "Primary Phone Number".

**Profile Section:**

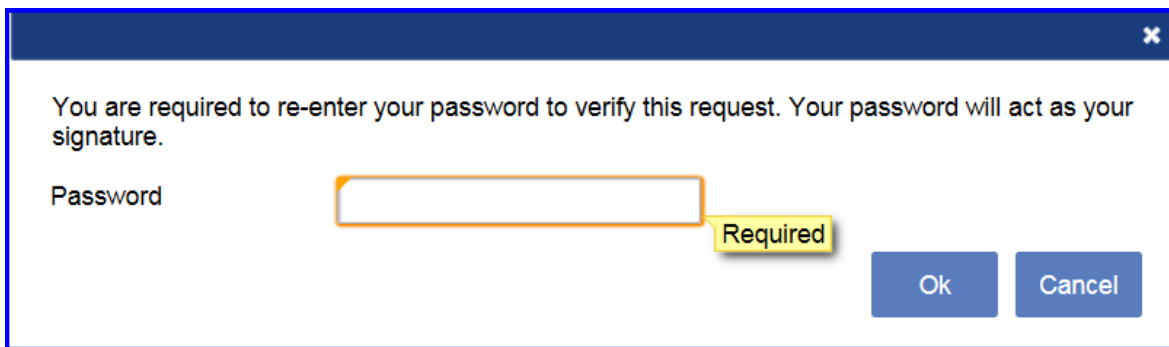
- Username:** A text input field with a red rectangular highlight around it.
- Name:** A text input field.
- Email:** A text input field.
- Secret Question:** A text input field containing the text "What is your favorite color?". Below it is a blue link that says "Change Secret Question".

**Primary Phone Number Section:**

- Country:** A dropdown menu with "USA" selected.
- Type:** A dropdown menu with "Business" selected.
- Phone Number:** A text input field.
- Extension:** A text input field.

At the bottom right of the window are two buttons: "Save" and "Cancel".

The user may update the username and click the Save button. The user will need to enter their MiWAM password in the window below. Next, click Ok.



The screenshot shows a window with a dark blue header bar containing a close button. The main content area has a message: "You are required to re-enter your password to verify this request. Your password will act as your signature."

Below the message is a label "Password" followed by an empty text input field. A yellow tooltip with the word "Required" is positioned to the right of the input field.

At the bottom right of the window are two buttons: "Ok" and "Cancel".

## How do I update my secret question, email, or Profile Information?

The secret question, email address, phone number and fax number updates can be performed from the Edit window just like the username that was displayed on the previous page. The user can enter the appropriate information in the field that he/she wants to update.

The screenshot shows the 'Edit' window with a blue header bar containing a question mark and a close button. The window is divided into two main sections: 'Profile' and 'Primary Phone Number'. The 'Profile' section includes fields for Username (test1208), Name (LINDA SMITH), Email (lindasmith23@gmail.com), and Secret Question (What is your favorite color?). A red box highlights the 'Change Secret Question' hyperlink. The 'Primary Phone Number' section includes fields for Country (USA), Type (Business), Phone Number ((734) 753-5851), and Extension. Below these is the 'Secondary Phone Number' section with Country (USA) and Type fields. At the bottom right are 'Save' and 'Cancel' buttons. A blue-bordered box highlights the 'Change Secret Question' dropdown menu, which lists five options: 'What is your favorite color?', 'What is your mother's maiden name?', 'What is your pet's name?', 'Where were you born?', and 'Who is your favorite president?'. The first option is selected. Below the dropdown are 'Answer' and 'Confirm' text boxes. A blue callout box with a hand icon pointing to the dropdown arrow contains the following text: 'If you are changing the secret question, click on the Change Secret Question hyperlink. The five secret questions appear from the drop-down icon. The user must enter the answer to his/her secret question and confirm the answer.'

Click the Save button. Next, the MiWAM password verification window appears. Enter your MiWAM password and click OK.

When you update your profile you will receive an email to make you aware that your profile was changed by you.

## I cannot log on to my account. I get a message “Login attempts exceeded.” How can I resolve this issue?

The “Locked-Out” rules for MiWAM are:

- Three failed attempts to use his/her password to log in.
- Three failed attempts to answer his/her secret question.

If a user attempts to login more than three times, the account is locked out after three unsuccessful login attempts. The Locked-Out message will display “Login attempts exceeded.”

The user would need to contact MiWAM Support to unlock the account @ (313) 456-2188.

The screenshot shows the MiWAM (Michigan Web Account Manager) login page. The page has a dark blue header with a 'Home' button. Below the header, there's a light blue banner with a 'Home' icon and text. The main content area is white. On the left, there's the MiWAM logo and a 'Log In To MiWAM' section. The login section has a message: 'Please provide the username and password for your web account with the Unemployment Insurance Agency'. Below this are fields for 'Username' and 'Password'. The 'Username' field is highlighted with a red border, and the 'Password' field is highlighted with a yellow border. A red box highlights the error message '[Login attempts exceeded.]' which appears below the password field. To the right of the login section, there are two main categories of links: 'Online Services for EMPLOYERS' and 'Online Services for CLAIMANTS'. Under 'EMPLOYERS', there are links for 'Register A Business', 'Sign Up for an Employer / Service Provider MiWAM Account', 'Lost/Never Received Authorization Code', 'Forgot your Username?', and 'Forgot your Password?'. Under 'CLAIMANTS', there are links for 'Find a Saved Claim', 'Sign Up for a Claimant MiWAM Account', and 'Having trouble logging in? (Forgot password?)'. At the bottom, there's a section for 'Other Online Services' with a link for 'Report Fraud'.

**Home**

Home

**MiWAM**  
MICHIGAN WEB ACCOUNT MANAGER  
UNEMPLOYMENT INSURANCE AGENCY

**Log In To MiWAM**

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username

Password

**[Login attempts exceeded.]**

**Sign In**

**Online Services for EMPLOYERS**

[Register A Business](#)

[Sign Up for an Employer / Service Provider MiWAM Account](#)

[Lost/Never Received Authorization Code](#)

[Forgot your Username?](#)

[Forgot your Password?](#)

**Online Services for CLAIMANTS**

[Find a Saved Claim](#)

[Sign Up for a Claimant MiWAM Account](#)

[Having trouble logging in? \(Forgot password?\)](#)

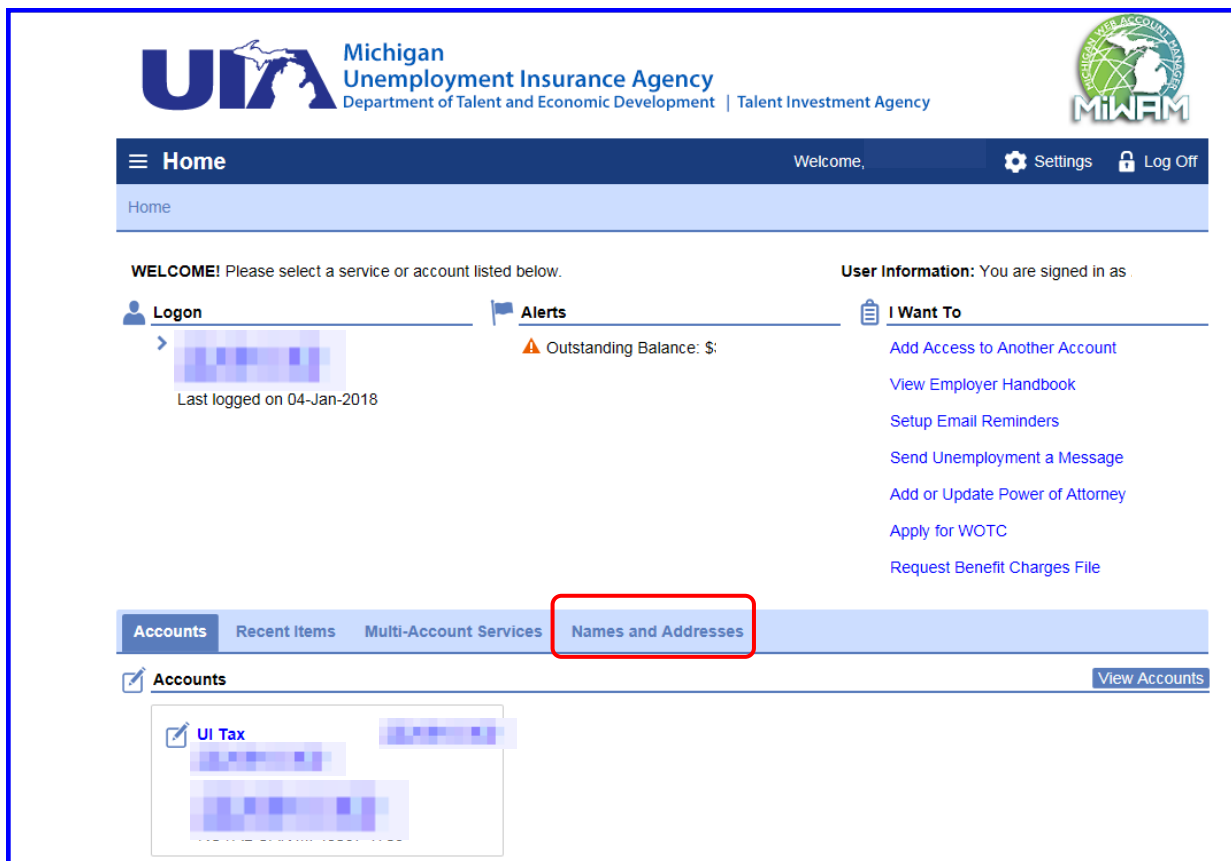
**Other Online Services**

[Report Fraud](#)



## How can I change my address?

If you have Master access to your account, you can change your Physical and Legal addresses and the feature is accessible through the Names and Addresses tab on the Home springboard.



From the Home springboard, click the Names and Addresses tab.

## How can I change my address? (cont.)

The system will process the address change overnight.

In the Customer Names & Addresses section, you may also add a legal address, if necessary. To change the physical address, click the physical address hyperlink.

The Physical address window appears with the employer's current address. Click the "Change this address" hyperlink.

## How can I change my address? (cont.)

The employer's current address will be displayed in the Change Address window.

Click on the yellow sticky note to edit the address. The sticky note will move to the right side of the Change Address window. Enter the new address in the appropriate fields.

**Change Address**

Welcome, [Settings](#) [Log Off](#)

Home > Physical > Change Address

1. Change Address 2. Review and Submit

**Change Address**

**Physical Change**

Country: USA  
Street: [Redacted]  
Unit Type: [Dropdown]  
Unit #: [Text]  
State: MICHIGAN  
Zip: 48009-3  
Attention: [Text]

Address is not verified. Click "Verify Address" if you cannot get your new address to verify complete and submit by mail or fax Form UIA 1025, Employer Request for Name/Address Change, to update your address. Form UIA 1025 can be obtained under Forms at <http://www.michigan.gov/uia>

[Verify Address](#)

[Cancel](#) [Previous Step](#) [Next Step](#)

[Michigan.gov Home](#) | [TED Home](#) | [Contacts](#) | [UIA Home](#)  
[Accessibility Policy](#) | [Privacy Policy](#) | [Link Policy](#) | [Security Policy](#)

Click the Verify Address to verify your address. The Address Search window appears as shown below.

**Address Search**

Country: USA  
Street: [Redacted]  
Unit Type: [Dropdown]  
Unit #: [Text]  
City: DETROIT  
State: MICHIGAN  
Zip: 48202-0000  
County: WAYNE  
Attention: [Text]

[Address needs to be verified](#)

Select address below OR update address and verify the address again

<a href="#">Select</a>	Verified	3024 W GRAND BLVD DETROIT MI 48202-6024
------------------------	----------	---

[Cancel](#)

If there is more than one address displayed, make sure to select the appropriate verified address. Click the Select hyperlink to the left of the address.

## How can I change my address? (cont.)

The Change Address window displays the verified address.

The screenshot shows the 'Change Address' window with a dark blue header. The header contains a menu icon, the title 'Change Address', a 'Welcome,' message, a 'Settings' gear icon, and a 'Log Off' lock icon. Below the header is a breadcrumb trail: 'Home > Physical > Change Address'. A progress bar shows '1. Change Address' as the active step and '2. Review and Submit' as the next step. The main section is titled 'Change Address' and features a 'Physical Change' sub-header with a location pin icon. The form fields are as follows: Country (USA), Street (partially obscured), Unit Type (dropdown), Unit # (text), City (DETROIT), State (MICHIGAN), Zip (48202-6024), and County (WAYNE). There is also an 'Attention' field. At the bottom, there is a 'Cancel' button, a '< Previous Step' button, and a 'Next Step >' button which is highlighted with a red box.

Click the Next Step button. If the address is entered incorrectly due to spelling or typo errors, the address will not be validated by the United States Postal Service (USPS) database.

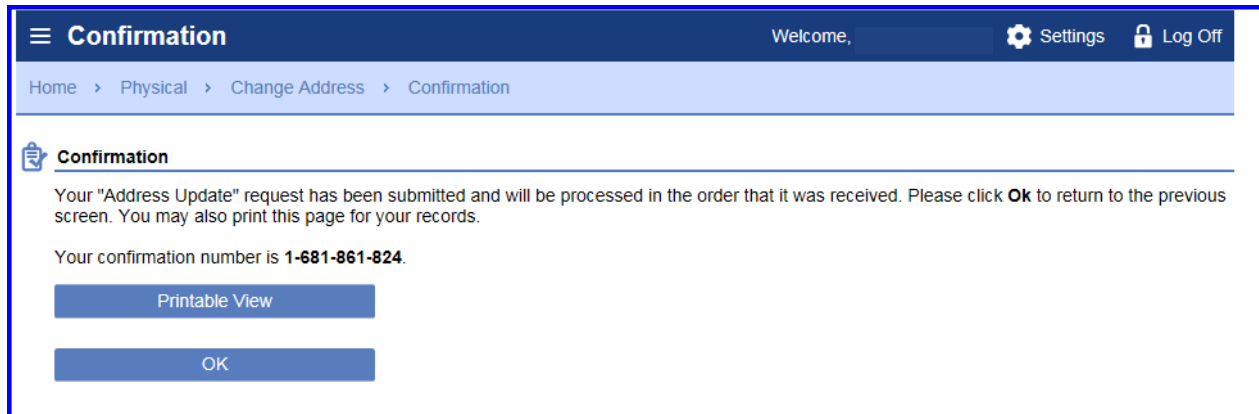
The screenshot shows the 'Change Address' window at the 'Review and Submit' stage. The header and breadcrumb trail are the same as in the previous screenshot. The progress bar now shows '2. Review and Submit' as the active step. The main section is titled 'Review and Submit'. Below the title, a message states: 'Your address has been validated. You may edit the address by clicking **Previous**. Otherwise, please click **Submit** to submit your request.' The validated address is displayed: '3024 W GRAND BLVD', 'DETROIT, MI 48202-6024', and 'USA'. At the bottom, there is a 'Cancel' button, a '< Previous Step' button, and a 'Submit' button which is highlighted with a red box.

The Change Address window displays the validated address. The Previous Step button is used to edit the address if the address is not correct. If the address is correct, click the Submit button.

The system will process the address change overnight and you will see your updated Physical address the following day.

## How can I change my address? (cont.)

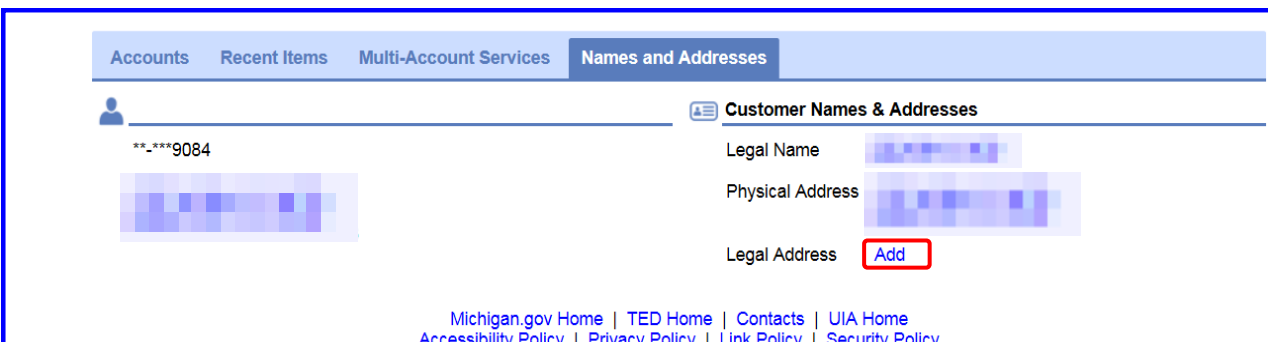
After submitting the physical address, a confirmation is displayed with your confirmation number. The confirmation has a printable view for your records.



The screenshot shows a web interface for a confirmation page. At the top, there is a dark blue header with a hamburger menu icon, the word "Confirmation", and user information "Welcome," followed by "Settings" and "Log Off" links. Below the header is a light blue breadcrumb trail: "Home > Physical > Change Address > Confirmation". The main content area has a title "Confirmation" with a printer icon. The text states: "Your 'Address Update' request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records." Below this, it says "Your confirmation number is **1-681-861-824**." At the bottom, there are two blue buttons: "Printable View" and "OK".

## How can I add a Legal address?

From the Names and Addresses tab the Legal address can be added. Click the Add hyperlink next to the Legal Address.



The screenshot shows a web interface for the "Names and Addresses" tab. The top navigation bar includes "Accounts", "Recent Items", "Multi-Account Services", and "Names and Addresses". On the left, there is a user profile section with a person icon, a masked email address "\*\*-\*\*\*9084", and a masked name. On the right, under the heading "Customer Names & Addresses", there are three rows: "Legal Name" with a masked value, "Physical Address" with a masked value, and "Legal Address" with a masked value and a red "Add" button next to it. At the bottom, there is a footer with links: "Michigan.gov Home | TED Home | Contacts | UIA Home | Accessibility Policy | Privacy Policy | Link Policy | Security Policy".

## How can I add a Legal address?

The New Address window appears after clicking on the Add hyperlink. Enter the Legal address in the appropriate fields. Click Verify Address hyperlink.

**New Address**

Welcome, Settings Log Off

Home > New Address

1. New Address 2. Review and Submit

**New Address**

Legal Change

Country USA

Street Required

Unit Type Unit # City Required

State Required Zip Required County

Attention

Cancel < Previous Step Next Step >

Verify Address

The Address Search window appears with the verified address.

**Address Search**

Country USA

Street

Street

Unit Type

Unit #

City BIRMINGHAM

State MICHIGAN

Zip 48009-0000

County OAKLAND

Attention

? Address needs to be verified

Select address below OR update address and verify the address again

Select Verified

Cancel

The address must be verified. Click the Select hyperlink to validate the address.

## How can I add a Legal address? (cont.)

The New Address window displays the validated address. Click the Submit button.

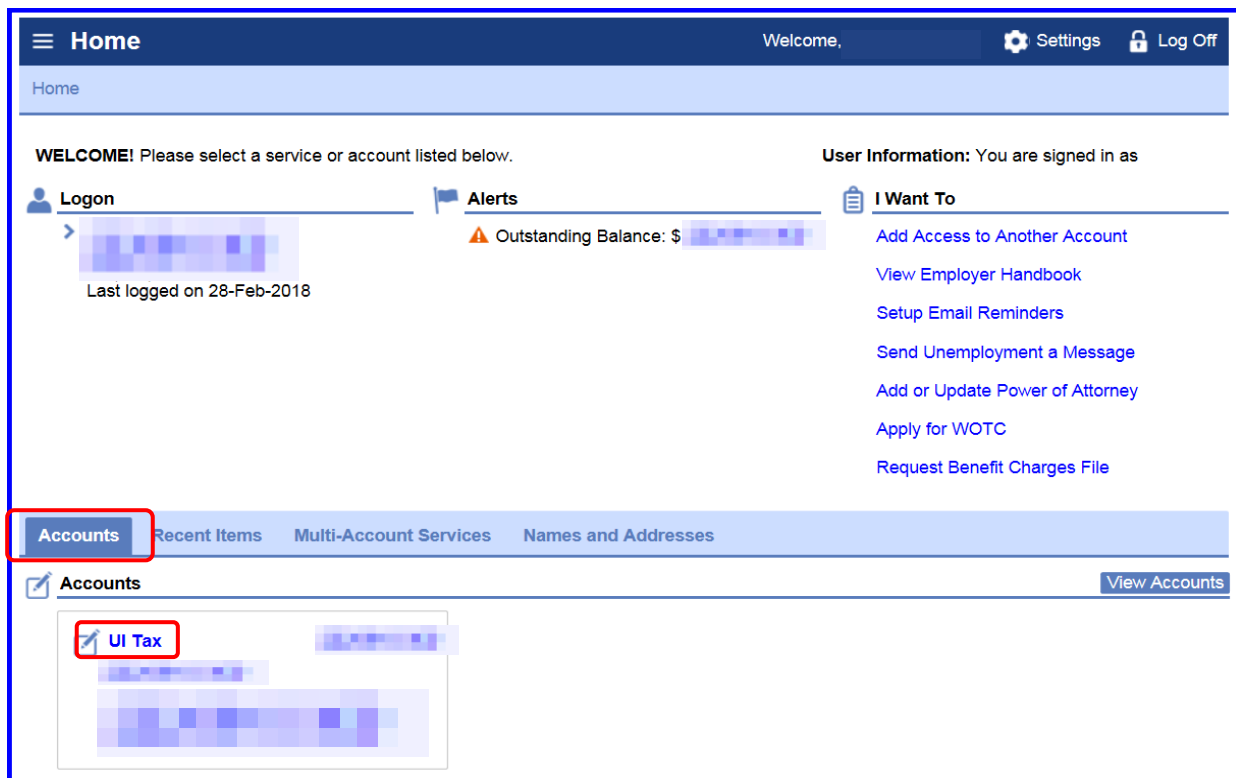
The screenshot shows a web application interface for adding a new address. The top navigation bar is dark blue with a hamburger menu icon, the text 'New Address', a 'Welcome,' placeholder, a 'Settings' gear icon, and a 'Log Off' lock icon. Below this is a light blue breadcrumb trail: 'Home > New Address'. A progress indicator shows two steps: '1. New Address' (highlighted with a blue arrow) and '2. Review and Submit' (in a dark blue box). The main heading is 'Review and Submit'. The text below reads: 'Your address has been validated. You may edit the address by clicking **Previous**. Otherwise, please click **Submit** to submit your request.' Below the text is a blurred address field with 'USA' visible underneath. At the bottom, there are three buttons: 'Cancel' on the left, '< Previous Step' in the middle, and 'Submit' on the right. The 'Submit' button is highlighted with a red rectangular box.

The Confirmation window appears with the New Address confirmation number.

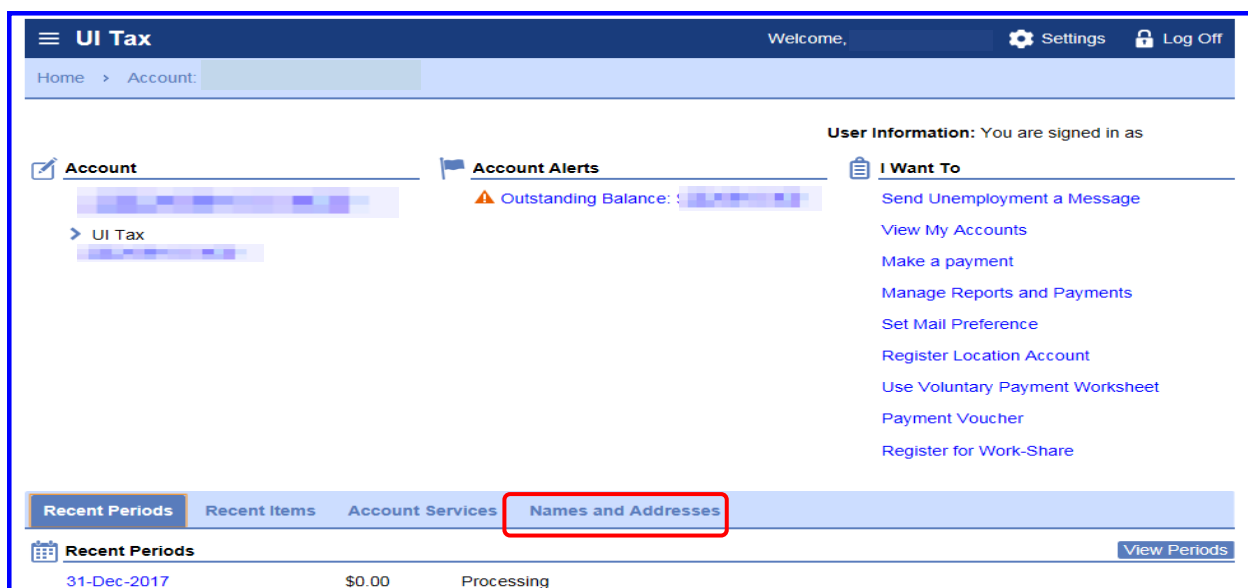
The screenshot shows a web application interface for the confirmation step. The top navigation bar is dark blue with a hamburger menu icon, the text 'Confirmation', a 'Welcome,' placeholder, a 'Settings' gear icon, and a 'Log Off' lock icon. Below this is a light blue breadcrumb trail: 'Home > New Address > Confirmation'. A clipboard icon is next to the heading 'Confirmation'. The text below reads: 'Your "New Address" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.' Below this text, it says: 'Your confirmation number is 1-068-838-080.' There are two buttons: 'Printable View' and 'OK', both in dark blue boxes.

## How do I change my mailing address?

The employer must have full MiWAM access to change his/her mailing address. From the Home springboard in MiWAM and the Accounts tab, click the UI Tax hyperlink.



After clicking the UI Tax hyperlink, the UI Tax springboard appears. Click the Names and Addresses tab.





# How do I change my mailing address? (cont.)

UI Tax

Welcome,

Settings

Log Off

Home > Account:

User Information: You are signed in as

Account

Account Alerts

I Want To

Account Alerts

Outstanding Balance: \$

I Want To

Send Unemployment a Message

View My Accounts

Make a payment

Manage Reports and Payments

Set Mail Preference

Register Location Account

Use Voluntary Payment Worksheet

Payment Voucher

Register for Work-Share

Recent Periods

Recent Items

Account Services

Names and Addresses

Customer Names & Addresses

Legal Name

Physical Address

Legal Address

Add

Account Names & Addresses

Mailing Address

Add

Click the Add hyperlink next to the Mailing Address.

## How do I change my mailing address? (cont.)

The New Address window appears after clicking the Add hyperlink. Enter the mailing address in the appropriate fields.

**New Address**

Welcome,  [Settings](#) [Log Off](#)

Home > Account:  > New Address

1. New Address 2. Review and Submit

**New Address**

**Mailing Change**

Country USA

Street Required

Unit Type  Unit #

State Required Zip Required

Attention

Address is not verified. Click "Verify Address" If you cannot get your new address to verify complete and submit by mail or fax Form UIA 1025, Employer Request for Name/Address Change, to update your address. Form UIA 1025 can be obtained under Forms at <http://www.michigan.gov/uia>

[Verify Address](#)

[Cancel](#) [Previous Step](#) [Next Step](#)

Click Verify Address. The Address Search window appears.

The New Address window displays the validated address. Click the Submit button.

The Confirmation window appears with the New Address confirmation number.

The system will process the address change overnight and you will see your updated Mailing address the following day.